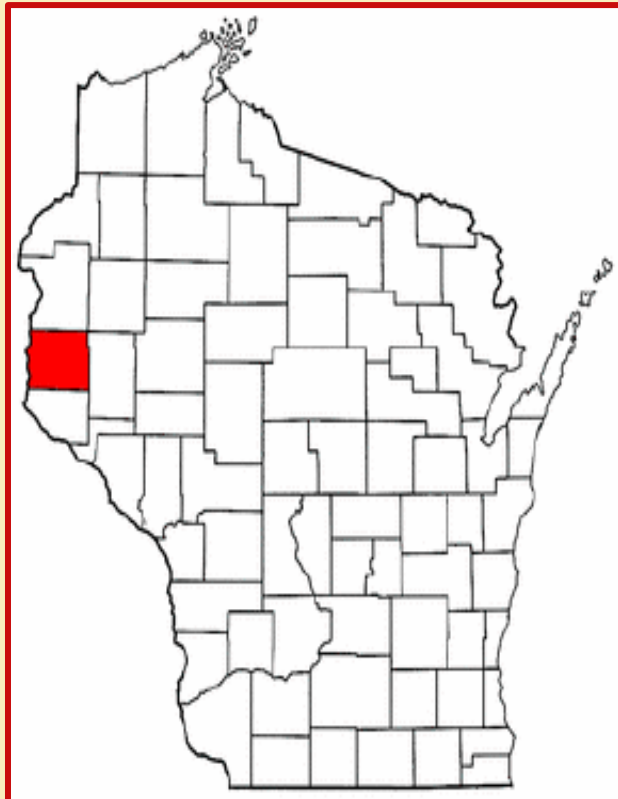




**2020 DEPARTMENT OF
HEALTH AND HUMAN SERVICES
DELIVERY OF SERVICE PLAN**



February 2020

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St. Croix County Department of Health and Human Services



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February 2020

HEALTH AND HUMAN SERVICES

Area of Responsibility: The Department of Health and Human Services (HHS) promotes individual and family self-sufficiency by providing a coordinated continuum of services for eligible county residents. We operate in compliance with all applicable state and federal statutes and regulations relating to nondiscrimination in employment and service delivery. Persons seeking or receiving services will not be excluded from participation, denied benefits or otherwise be subject to discrimination in any manner on the basis of race, color, national origin, sex, religion, age or disability. Listed below are the individual divisions administered within Health and Human Services:

Aging and Disability Resource Center: Provides a centralized source of information, assistance, support, and access to community resources that are available for older adults over 60 and adults with disabilities ages 18-59 along with their family members and caregivers.

Behavioral Health: Provides alcohol/drug abuse, mental health services, as well as adult protection services in collaboration with our community to promote the health and well-being of individuals, families and children.

Children Services: Provides and coordinates assessments and ongoing services for children in need of protection and/or services, juvenile delinquency, truancy, youth with disabilities and children with delays utilizing a community-oriented approach to assist families in remaining together while promoting safety for all family members.

Comprehensive Community Services (CCS): Recovery oriented, person-centered treatment program for children and adults with a mental health illness, substance use disorder, or a dual diagnosis.

Economic Support: Provides direct services to the residents of St. Croix County who meet the financial and non-financial guidelines for access to health care, food, childcare and heat resources funded through public programs.

Public Health: Protects and promotes health, prevents disease and injury, and empowers communities to live healthier lifestyles.

Health and Rehab Center: A 50 bed facility with skilled nursing care services for individuals with long term care and short-term rehabilitation needs.

Kitty Rhoades Memorial Memory Care Center: A 10-bed community based residential facility, with current services to individuals with high level needs related to memory care, dementia and related conditions. Future service plans include dementia crisis stabilization.

Orchard View Terrace: A 40-unit community based residential facility that combines independent living with the comfort of knowing support is available around the clock. This facility is made up of an assisted living and memory care unit allowing us to serve individuals with dementia and other forms of memory loss as well as elderly adults in need of some assistance with daily living skills.

Governance: Wisconsin State Statute Chapter 46.23 (1) identifies “the intent of this section is to enable and encourage counties to develop and make available to all citizens of this state a comprehensive range of human services in an integrated and efficient manner; to utilize and expand existing governmental, voluntary and private community resources for the provision of services to prevent or ameliorate social, mental and physical disabilities; to provide for the integration of administration of those services and facilities organized under this section through the establishment of a unified administrative structure and of a unified policy-making body; and to authorize state consultative services, reviews and establishments of standards and grants-in-aid for such programs of services and facilities.” Local policy governance is provided by the Health and Human Services Board and the Council on Aging and Disabilities.

Budget 2020: 2020 HHS Revenues and Expenses

2020 HHS Revenue	
Program	2020 Budget
Administration	\$500,490
Behavioral Health	3,168,919
Economic Support	1,059,157
Comprehensive Community Services (CCS)	5,266,678
Children Services	2,895,780
Public Health	1,031,692
ADRC	1,742,987
Revenue (Grants and Collections)	\$15,665,703
Budget Tax Levy	6,673,880
Surplus Applied	434,636
Total Revenue	\$22,774,219

2020 HHS Expenses	
Program	2020 Budget
Administration	\$1,566,766
Behavioral Health	4,926,998
Economic Support	1,190,813
Comprehensive Community Services (CCS)	5,701,314
Children Services	5,426,391
Public Health	1,833,691
ADRC	2,128,246
Total Expenses	\$22,774,219

2020 Health Care Campus Revenue	
Program	2020 Budget
Health & Rehab Center	\$5,847,236
Kitty Rhoades Memorial Memory Care Center	989,285
Orchard View Terrace	1,830,212
Revenue (Grants & Local Collections)	8,666,733
Budget Tax Levy	0.00
Fund Balance Applied	(336,394)
Surplus Applied	0.00
Total Revenue	\$8,330,339

2020 Health Care Campus Expenses	
Program	2020 Budget
Health & Rehab Center	\$5,528,290
Kitty Rhoades Memorial Memory Care Center	1,024,148
Orchard View Terrace	1,777,901
Total Expenses	\$8,330,339

Department Organization: Administration, Children Services, Behavioral Health, Public Health, Economic Support, and Aging and Disability Resource Center:

- 165.44 Full Time Employees (FTE's)

Health & Rehab Center, Kitty Rhoades Memorial Memory Care Center and Orchard View Terrace:

- 88.44 Full Time Employees (FTE's)

St. Croix County Department of Health and Human Services



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February 2020

HEALTH AND HUMAN SERVICES – Administration

Agency Vision Statement: Quality Health and Human Services; for Everyone, by Everyone.

Agency Mission Statement: St. Croix County Health and Human Services (HHS) promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.

Summary of Responsibilities:

- Administration Division
 - ❖ Records
 - ❖ Office Support Staff
- Aging and Disability Resource Center Division (ADRC)
- Behavioral Health Division (BH)
- Children Services Division (CS)
- Comprehensive Community Services (CCS)
- Economic Support Division (ES)
- Public Health Division (PH)
- Health Care Campus
 - ❖ Health and Rehab Center
 - ❖ Kitty Rhoades Memorial Memory Care Center
 - ❖ Orchard View Terrace

HEALTH AND HUMAN SERVICES - Records

Mission Statement: The Records Division mission is to provide and maintain a high standard of medical and agency record that is an efficient, productive, and cost-effective information system which is conveniently accessible to appropriate and authorized service providers and meet all applicable and administrative, legal, and regulatory requirements governing the Department of Health and Human Services.

Summary of Responsibilities: The Records Division is responsible for maintaining records in a standardized and professional manner in order to protect patient confidentiality while allowing adequate access to providers in order to promote quality patient care. Records are released in accordance with state and federal laws. The Records Division also maintains and updates the Risk Analysis and Operational Policies and Procedures as well as training all Health and Human Services (HHS) staff on the Health Insurance Portability and Accountability Act (HIPAA) compliance.

Program Summary:

- **File Management:** Records are released and destroyed in accordance with state and federal laws.
 - ✓ Chart Assembly, Analysis, and Auditing/Quality Assurance
 - ✓ Record Set Management
 - ✓ Filing (Paper and Electronic Health Records EHR)
 - ✓ Release of Information (ROI)
 - ✓ Records Retention and Records Destruction
- **Health and Human Services Staff Training and Onboarding**
- **Transcription:**
 - ✓ Physicians Only
- **Billing:**
 - ✓ Current Procedural Terminology (CPT)
 - ✓ International Classification Disease (ICD) -10 Coding

HEALTH AND HUMAN SERVICES – Office Support Staff

Mission Statement: HHS Office Support Staff will interface with consumers and staff in a positive, courteous, and timely manner while assisting/directing them to resources to help meet their needs.

Summary of Responsibilities:

- Appropriately answer and transfer phone calls, as well as distribute messages
- Monitor front lobby and assist with walk-ins
- Distribute and or collect consumer and staff documents/packages/mail for all divisions
- Collect payments from consumers and provide receipt
- Send faxes and distribute incoming faxes and important documents via scanning and email
- Make copies/packets/files
- Type letters, labels, and envelopes, check and monitor supplies
- Be familiar with emergency procedures
- Contact and locate staff as needed
- Accurate and timely data entry within various data bases

HEALTH AND HUMAN SERVICES – Aging and Disability Resource Center (ADRC)

Mission Statement: The purpose of the Aging and Disability Resource Center Division (ADRC) is to empower and support older adults, people who have a disability and their families by serving as a central source of information, assistance, support and access to community resources.

Summary of Responsibilities: The Aging and Disability Resource Center of St. Croix County provides services to individuals over age 60 and individuals age 18-59 who have a disability, as well as their families.

Program Summary:

- **Information and Assistance:** Provides assistance to the public in planning for long- and short-term care needs and provides current information about local, regional, and state resources. Helps eligible persons enroll in long term care programs available through the State of Wisconsin.
- **Elder Benefit Specialist Program:** Provides information to St. Croix County residents 60 years and older about Medicare, Medicaid, supplemental insurance and all other public benefits. The Elderly Benefit Specialist provides assistance with grievances and appeals when necessary under the supervision of the Coalition of Wisconsin Aging Groups Elder Law Center.
- **Disability Benefit Specialist Program:** Provides services to persons ages 18 to 59 with physical disabilities, developmental disabilities, and mental illness and substance abuse disorders under the direction of the program attorneys at Disability Rights Wisconsin Coalition. Provides information about public and private benefit programs including assistance with application and appeal procedures.
- **Dementia Care Specialist Program:** Support for individuals with dementia, support for family caregivers, and provides community education.
- **Senior Nutrition Services:** Provides a nutritionally balanced hot meal and place to socialize for persons 60 and older and spouses regardless of age through the nine senior dining nutrition sites throughout St. Croix County.
- **Home-Delivered Meals:** Provides a hot, nutritious meal to persons who are: age 60 and over who are unable to prepare adequate meals on their own, caregivers or spouses, disabled co-resident of an individual aged 60 or over who receives meals.
- **Specialized Van Transportation Program:** Provides transportation to persons 60 and older and to persons with disabilities.
- **Family Caregiver Support Program:** Provides information and assistance, caregiver support, education, support groups, respite care services, peer-to-peer support, and an annual Caregiver Conference.
- **DayAway Club/Adult Day Respite:** Provides a 6-hour structured day with activities, morning snack, and noon meal for those who are frail or have cognitive problems related to dementia.

- **Outreach Services:** Provides education and affirmation through support groups, monthly newsletter, and adaptive technology kit.
- **Healthy Aging Classes:** Provides education on Living Well with Chronic Conditions and Stepping On.

Prevention Services: The ADRC provides prevention services through the Caregiver Support Program's evidenced-based healthy aging classes:

- Stepping On-A Fall Prevention Program
- Living Well with Chronic Conditions
- DayAway Respite
- Caregiver Support

Some testimonials shared include:

"Thank you so much for facilitating the support that I have received the last few years with DayAway and grant funding for in-home respite. These supports took enough off my plate to enable me to keep moving forward."

"Thank you so much for offering respite services. It is a Blessing."

"A big thank you for your ongoing work with education and resources to our fragile families and neighbors. Your work often goes un-thanked, but it is much appreciated and needed."

The ADRC provides nutritious well-balanced meals to individuals in a congregate setting or home-delivered basis to help participants stay healthy and self-sufficient.

HEALTH AND HUMAN SERVICES -Behavioral Health

Mission Statement: Provide high quality, timely alcohol/drug abuse and mental health services to residents of St. Croix County. These services are offered in collaboration with our community in an effort to promote the health and wellbeing of individuals, families and children.

Summary of Responsibilities: Provide county residents a comprehensive range of services, offering continuity of care, including: Mental Health and Alcohol and Other Drug Abuse (AODA) outpatient treatment, Community Support Services, Targeted Case Management, Adult Protection, Emergency/Crisis Services and Comprehensive Community Services. The above services include assessment, case planning and coordination, on-going monitoring, discharge planning and referral services. Residential and inpatient care is provided through contracted facilities to mental health and AODA clients who need a higher level of care. Outpatient treatment services are provided based on the client's ability to pay or through their insurance. Inpatient treatment costs are billed to the client at our contracted rate. Court-ordered evaluations and Intoxicated Driver Program assessments are charged at full cost and required to be paid in full for before they are scheduled. Comprehensive Community Services is a Medicaid funded only program.

Program Summary:

- **Alcohol and Other Drug Abuse (AODA) Outpatient Services:** Assessment and diagnostic services, chemical dependency counseling, prevention services, crisis intervention, case management, referral and advocacy services, and discharge planning.
- **AODA Intoxicated Driver Program (IDP):** Provide Intoxicated Driver Program assessments, develop and monitor driver safety plans, and provide required reports to the Department of Transportation for county residents convicted of driving while intoxicated.
- **AODA Inpatient/Residential Services:** Cost associated with AODA detoxification, AODA medical inpatient and AODA residential contracted services.
- **Adult Protection Services:** Provides protection and advocacy to St. Croix County residents who are elderly or adults at risk.
- **Mental Health (MH) Outpatient Services:** Provide assessment and diagnostic services, psychotherapy, emergency therapy, medication management, case management, referral and advocacy services, and discharge planning.
- **Behavioral Health Emergency Services:** Staff and contracted services providing emergency services to all individuals within the county. These services include, but are not limited to, mobile on-site response to provide a crisis mental health assessment, telephone crisis interventions, short-term stabilization services, and coordination of crisis placements.
- **Adult Community Support Services (ACSS):** Provide assessment, diagnosis, identification of persons in need of behavioral health community support services, case management, crisis intervention, psychiatric treatment including medication supervision, counseling and psychotherapy, employment, activities of daily living, psychosocial rehabilitation, client advocacy and recreational activities.
- **Institution for Mental Disease (IMD) Relocation Services:** Contracted mental health residential services. These services are designed to maintain clients with chronic mental illness in their communities and avoid institutionalization.
- **Acute Psychiatric Hospitalization:** Acute psychiatric hospitalization contracted costs and costs associated with providing acute psychiatric hospital care.
- **Mental Health Residential Services:** Contracted costs and costs associated with providing MH residential care.
- **Institution for Mental Disease (IMD):** Contracted costs and costs associated with providing IMD care. These clients require long-term psychiatric inpatient services on a locked unit.
- **State Mental Health Institute Services:** Contract costs and costs associated with providing acute and long-term institutional care. These services are used when there are no available beds at acute psychiatric hospitals or at other IMDs.
- **Crisis Mental Health Residential Services:** Short-term/crisis residential contracted costs and costs associated with providing crisis residential care.
- **Psychiatric Services:** Psychiatrist and psychologist contracted costs.

- **Prevention Services:** This Division provides a variety of prevention services utilizing the Bureau of Prevention Treatment classification of Selective, Indicated, Universal Direct or Universal Indirect.

The prevention activities we have under these classifications are:

- **Selective:** Activities targeted to individuals or a subgroup of the population whose risk of developing a disorder is significantly higher than average.
 - Screening, Brief Intervention, and Referral to Treatment (SBIRT) - Through our crisis work.
 - Zero Suicide - Five staff trained, and toolkit incorporated in our Access unit and Mental Health Outpatient services.
- **Indicated:** Activities targeted to individuals in high-risk environments, identified as having minimal, but detectable signs or symptoms foreshadowing disorder, or having biological markers indicating predisposition for disorder but not yet meeting diagnostic levels.
 - Motivational Interviewing
- **Universal Indirect:** Interventions support population-based programs and environmental strategies (for example, establishing alcohol, tobacco, and other drug policies, modifying alcohol, tobacco, and other drug advertising practices). This also could include interventions involving programs and policies implemented by coalitions.
 - Participation in St. Croix County Suicide Prevention Task Force providing Question, Persuade and Refer (QPR) trainings.
 - Mental Health First Aid trainings
 - Northwoods Coalition
 - Healthier Together's Alcohol Action committee
 - CJCC Substance Abuse and Mental Health committees

HEALTH AND HUMAN SERVICES – Children Services

Mission Statement: The mission of the Children Services Division is to utilize a community-oriented approach to assist families in remaining together while promoting health and safety for all family members.

Summary of Responsibilities: Alternate Care, Birth to Three, Child Protection Access, Initial Assessment and Ongoing Services, Children's Long-Term Support, Comprehensive Community Services, Coordinated Family Services, Juvenile Intake, Juvenile Supervision, Family Centered Treatment, and Targeted Case Management.

Program Summary:

- **Birth to Three:** An early intervention program for infants and toddlers ages birth to 36 months with a diagnosed disability or developmental delay of 25 percent in one or more areas of development.
- **Children Services Access:** The process for receiving, analyzing, and documenting reports of alleged child maltreatment, referrals for Birth to Three, and Youth Community Support Services.
- **Child Protection Assessment:** Daily screening meetings occur to review reports of alleged child maltreatment and determine which cases will receive a comprehensive assessment of individual and family conditions, functioning, and dynamics as well as determine which cases will be referred for ongoing services.
- **Child Protection Ongoing:** Case management services provided to Children in Need of Protection and Services (CHIPS) resolved through Voluntary Service Agreements, Informal Disposition Agreements, Consent Decrees, or Adjudications.
- **Resource Aide Services:** Provides parent education/training, transportation, and court-ordered supervised visitation for open ongoing CHIPS or Delinquency cases.
- **Youth Justice Intake:** Receives referrals from parents, schools, child protection assessment and law enforcement concerning uncontrollability, truancy, delinquency, and child abuse/neglect matters. Analyzes the information and assesses each referral making recommendations to the District Attorney and Juvenile Court regarding a resolution for those cases.
- **On-Call Services:** Responsible for providing Juvenile Intake services 24 hours a day (includes evenings, weekends, and holidays).
- **Youth Justice Ongoing:** Case management services of uncontrollable youth, truants, and delinquents via Voluntary Service Agreements, Deferred Prosecution Agreements, Consent Decrees (Juvenile Court), or Adjudications (Juvenile Court). Services provided using an evidence-based model.
- **Independent Living Skills (ILS):** A federally required program which requires implementation of an assessment and specialized services for eligible youth between ages of 14 and 21 who have been placed out of the home for a minimum of 6 months.
- **Community Tracking and Electronic Monitoring:** Provides evening and weekend accountability for ongoing juvenile justice youth.
- **Alternate Care Services:** The recruitment, training, licensing/certification, and retention of St. Croix County foster homes, shelter homes, and respite homes. This also includes the use of other licensed facilities such as treatment foster homes, group homes, residential care and corrections.
- **Kinship Care:** Process applications and oversee both court-ordered and voluntary cases when relatives care for family members' children and receive a state entitlement stipend and Medicaid for the child.
- **Step-parent adoption:** Complete step-parent home/adoption studies and make recommendations at the direction of the county judiciary.

- **Day Care Certification:** Complete the evaluation and certification process for certified daycare homes.
- **Coordinated Family Services:** A team approach to respond to children and families with multiple service needs. Each team develops an individualized plan that incorporates individual strengths and needs. Team members are comprised of family members, informal supports, service providers, school staff, and various other community members.
- **Children's Long-Term Support Waivers (CLTS):** Provides Medicaid funding to support eligible children meet health and safety needs as a means for them to continue to live at home or in the community and who have substantial limitations in multiple daily activities as a result of one or more of the following disabilities: developmental disabilities, severe emotional disturbances, and physical disabilities.
- **Children's Community Options Program:** Provides individual services and supports to families that include a child with severe disabilities. The program offers information and help in finding services and maximizing community resources, limited funding to buy needed services or goods that can't be bought through other sources and help in linking families with other families to strengthen natural supports.
- **Target Case Management:** A Medicaid program that funds case management for children and their families to assist them in providing support and service coordination.
- **Family Centered Treatment (FCT):** An evidenced-based model of intensive in-home treatment that services high-risk and high need families.
- **Prevention Services:** The division provides an array of prevention services as classified within the two Public Health Models of Prevention, Targeted Population and Timing. The Targeted Population model prevention strategies are geared toward a specific population. For example, Universal prevention is offered to an entire population, regardless of risk. Selective and Indicated approaches are designed for populations possessing specified risks. They differ according to the prevalence and intensity of those risks. The Timing model has three categories, Primary, Secondary, and Tertiary. Primary Prevention focuses on reaching an entire population in order to prevent a first occurrence of child maltreatment. Secondary Prevention consists of efforts to prevent occurrence of child maltreatment among those who are already showing signs of maltreating. Tertiary Prevention addresses situations where maltreatment has already occurred in an effort to allay its negative effects and prevent reoccurrence. The area of Selective Prevention includes the Birth to Three program, respite, and Triple P/Stepping Stones, an evidence-based parent education program. In addition, the unit contracts with the Family Resource Center St Croix Valley to provide Parents as Teachers, which is an evidence-informed home visiting and parent education program. Within the Targeted Population model, but in the area of Indicated Prevention for high risk families, Family Centered Treatment is utilized. Regarding the Timing Model, the Protective Factors Framework is utilized within all subunits of the division at the Secondary and Tertiary levels.

HEALTH AND HUMAN SERVICES – Comprehensive Community Services

Mission Statement: previously embedded in Children Services and Behavioral Health. A mission statement will be developed in 2020 within the new Administrative structure.

Summary of Responsibilities: Comprehensive Community Services (CCS) is a program for individuals of all ages who need ongoing services for a mental illness, substance use disorder, or a dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting. The individual works with a dedicated team of service providers to develop a treatment and recovery plan to meet the individual's unique needs and goals. The goal of this community-based approach is to promote better overall health and life satisfaction for the individual.

HEALTH AND HUMAN SERVICES - Economic Support



Mission Statement: St. Croix County's Economic Support Division provides direct services to the most vulnerable and needy residents of St. Croix County who meet the financial and non-financial eligibility guidelines for access to health care, food, childcare, home energy and heat resources funded through public programs.

Summary of Responsibilities: St. Croix County is one of 10 counties to make up the Great Rivers Income Maintenance Consortium (GRC) with Barron, Burnett, Chippewa, Douglas, Dunn, Eau Claire, Pierce, Polk, and Washburn. The primary programs for Income Maintenance (IM) include: FoodShare (FS) program; Medicaid (MA) and BadgerCare Plus (BC+) programs. In addition, St. Croix County

administers the SSI Caretaker Supplement program (CTS), Wisconsin Home Energy Assistance Program (WHEAP), Wisconsin Shares Child Care (CC) Subsidy, and determines financial eligibility for various long-term care programs. Lastly, Income Maintenance performs program integrity functions including benefit recovery, fraud detection and prevention.

Program Summary:

- **FoodShare (FS):** FoodShare Wisconsin was created to help stop hunger and to improve nutrition and health. FoodShare helps people with limited resources buy the food they need for good health.
- **BadgerCare Plus (BC+):** BadgerCare Plus is a program for children under 19 years of age, adults without dependent children, pregnant women, and parents & caretakers in Wisconsin who need and want health insurance. BadgerCare Plus is designed for people who do not currently have access to private health insurance.
- **Medicaid (MA):** Wisconsin's ForwardHealth Medicaid plans for Elderly, Blind or Disabled provide health care for those who are: age 65 or older, blind or disabled. Clients can also enroll in a Medicare Savings Program, and Medicaid may pay their required premiums, coinsurance and deductibles for both Part A (hospital-related costs) and Part B (physician-related costs), depending on the program.
- **Long Term Care (LTC):** Long Term Care (LTC) includes any service or support that a person needs due to age, disability or chronic illness which limits his/her ability to perform everyday tasks. LTC services are beyond, and usually in addition to Medicaid covered services and are designed to meet special needs for elderly/disabled individuals who have LTC needs. LTC programs include Institutional Medicaid, Home and Community Based Waivers (HCBW), Family Care (FC), Partnership and IRIS (Include, Respect, I Self Direct).
- **Caretaker Supplement (CTS):** Wisconsin's Caretaker Supplement (CTS) is a cash benefit available to parents who are eligible for Supplemental Security Income (SSI) payments. Caretaker Supplement is not a Medicaid benefit; it pays cash only to eligible parents. Caretaker Supplement benefits are \$250 per month for the first eligible child and \$150 per month for each additional eligible child.
- **WHEAP/LIHEAP:** The Wisconsin Home Energy Assistance Program (WHEAP) manages the subcontract for the federally funded Low Income Home Energy Assistance Program (LIHEAP) and Public Benefits Energy Assistance Program. In addition to regular heating and electric assistance, specialized services include: emergency fuel assistance, counseling for energy conservation and energy budgets, pro-active co-payment plans, targeted outreach services, emergency furnace repair and replacement.
- **Wisconsin Shares Child Care Subsidy:** This program provides financial child care assistance to low-income parents who are working or preparing to enter the workforce. Administered by the State Department of Children and Families (DCF), the program aims to provide access to affordable, high-quality child care and early education experiences, to enhance children's development and to support their families in work and parenting roles. In addition, state law requires counties and tribes to certify providers who receive public funding but are exempt

from the licensing law. Children Services currently manages the certification piece for St. Croix County DHHS.

HEALTH AND HUMAN SERVICES - Public Health



Mission Statement: St. Croix County Public Health Division protects and promotes health, prevents disease and injury and empowers communities to live healthier lifestyles.

Vision Statement: Healthy People Creating Healthy Communities.

Summary of Responsibilities: St. Croix County (SCC) - Public Health is a level III health department as defined by Wisconsin Administrative Rule Department of [Health Services \(DHS\) 140.06](#). Level designation of the health department is determined by a review of operational services by the State Department of Health Services-Division of Public Health, every five years.

In 2014, the Public Health Accreditation Board (PHAB) designated SCC- Public Health as an accredited health department.

PHAB's mission is:

"Improve and protect the health of the public by advancing and ultimately transforming the quality and performance of state, tribal, local and territorial public health departments. Eighty percent of the United States population is now served by a health department that meets PHAB's national standards for delivering quality programs and services to its community. In Wisconsin the state Division of Health of Public Health, one tribal health clinic, and seventeen local health departments are accredited. St. Croix County was one of the first in this growing list.

PHAB standards and measures fall into twelve different domains. Ten of the domains align with the ten essential services of public health and the other two domains focus on management of the organization and board governance. Through accreditation and meeting the domain requirements SCC-Public continually advances its performance.

SCC Public Health is responsible for assessing the health and safety of its jurisdiction. Public Health is structured by five main units that are responsible for public health programming, and program

summaries are found below. Program work is often done by more than one unit and are listed last under cross unit programming.

Public Health Units:

- **Administration**
 - **Oversight and management of all units:** Leadership provides management and leadership to all staff in the public health division.
 - **Public Health Accreditation:** Improves and protects the health of the public by advancing the quality and performance of the division. The following are requirements of national accreditation and are reviewed and maintained by the Core team comprised of the Health Officer, Public Health Supervisor, and other Public Health staff.
 - Community Health Needs Assessment (CHNA).
 - Community Health Improvement Plan (CHIP).
 - Strategic Plan.
 - Performance Management.
 - Quality Improvement.
 - Workforce Development Plan.
 - **SCC-Health and Human Service Board Liaison:** Serves as the liaison between Public Health staff and the Health and Human Services Board.
 - **Responsible for statutory and local ordinance authority:** Has the legal authority to ensure that state and local public health laws are enforced.
- **Community Prevention**
 - **Child Death Review Team (CDRT):** Organized by public health this team is composed of community stakeholders to review the death of a child and young adults under 21 years old. This team is designed to prevent deaths of youth by examining circumstances around the child's death and focusing prevention efforts, so tragedy doesn't reoccur. Our county medical examiner is our biggest CDRT partner.
 - **Chronic Disease Prevention:** St. Croix County Public Health is a member of the Western Wisconsin Working for Tobacco-Free Living (W3TFL) Coalition. W3TFL conducts compliance checks regarding sale of tobacco to minors (WI WINS program). Public health nurses continue to provide tobacco cessation counseling, support, and resource information to Prenatal Care Coordinator (PNCC) clients with the First Breath program, which is a smoking cessation program. A Million hearts grant was revived in 2018 and allowed one Public Health Nurse (PHN) to work with at risk populations regarding heart health.
 - **Community Health Improvement/Community Coalitions:** The Healthier Together Coalition between Pierce and St. Croix counties is starting its seventh year of partnership in 2020. The Pierce County Health Department, St. Croix Health and Human Service Department along with St. Croix Valley-United Way and hospital partners make up the Healthier Together Executive Committee. Hospitals include:

Allina, River Falls Hospital, Hudson Hospital, Westfield Hospital in New Richmond, and Western Wisconsin Health in Baldwin. Many other stakeholders are involved in the Healthier Together Coalition.

- **Infant safety classes:** Public Health offers an Infant safety class to Women Infant & Children (WIC) and PNCC participants 4 time a year. Operation Help, a local non-profit, provides residents of St. Croix County with financial assistance, a place for personal support, and connections to community resources to alleviate short-term economic crises and partner with public health to provide incentive gifts to those who attend. Parents who attend can choose one of the three safety incentive gifts which are a car seat, a pack and play, or Carbon Monoxide/Smoke alarm. The infant safety class is also offered to the public at Hudson Hospital and clinics. Attendees receive the Period of Purple Crying DVD.

- **Environmental Health**

- **Beach Testing:** Public Health inspects and samples public beaches for human health hazards. All public beaches are tested routinely for E. coli.
- **Human Health Hazard Investigation:** Public Health investigates and uses the human health hazards ordinance to enforce compliance with conditions that can adversely affect citizens of St. Croix County.
- **Lead Investigation:** Public Health does housing inspections of children with elevated blood lead levels.
- **Licensing and Inspections:** Public Health has contracts with Department of Agriculture, Trade, and Consumer Protection (DATCP), Department of Safety and Professional Services (DSPS), and the Department of Natural Resources (DNR). Contract services include licensing and inspections of restaurants, retail food establishments, hotels, bed & breakfast establishments, tattoo/body piercing establishments, recreational education camps, manufactured home parks, public swimming pools, and campgrounds.
- **Radon:** Radon is the second leading cause of lung cancer and is found in Wisconsin. Public Health sells reduced cost radon test kits and maintains a list of mitigation contractors.
- **Rabies Control Program:** Public Health assists law enforcement in the rabies control program by ensuring that animals that have bitten someone are properly evaluated for rabies. Follow up with bite victims is part of the rabies control program.

- **Nursing**

- **Communicable Disease Prevention and Control:** Communicable diseases are entered into the Wisconsin Electronic Disease Surveillance System (WEDSS) and public health investigates and follows up on all communicable diseases per the Center for Disease Control and Prevention Program (CDC)
- **Reproductive Health Family Planning Clinic:** The clinic provides low/no cost reproductive health services. Sexually transmitted disease testing is among these services. The clinic provides services to both women and men.

- **Immunization Clinic:** Public Health offers immunization clinics every Monday afternoon. We provide vaccines according to the Vaccine for Children's (VFC) program guidelines and the Adult Vaccine Program (AVP) guidelines. We also provide flu vaccine for SCC staff and two school districts in the county.
- **Tb Testing Clinic:** Even though Tuberculosis cases have dropped significantly nationwide, screening for the bacteria which can cause the disease is still important. We offer Tuberculosis screenings based on a person's risk factors. For many people, a Tuberculin Skin Test (TST) is the screening method used at our clinics. We offer a single step and a two-step test, to meet requests and needs in the community. Not all people can be screened by a TST and a blood test is recommended. Our nurses evaluate clinic participants prior to screening for Tuberculosis.
- **WiseWoman:** WISEWOMAN is a Center for Disease Control and Prevention (CDC) program that seeks to help women reduce the risk for heart disease and improve overall health through screening and services and 1:1 lifestyle coaching. A contract with Health Partners allows identified women to obtain additional medical care such as mammograms, and visits with a primary care provider.

- **Nutrition**

- **Breast Feeding Peer Counselor:** The goal of the Breastfeeding Peer Counselor Program is to increase the rates of exclusive and sustained breastfeeding among WIC participants by providing in person and over the phone counseling, education, and support.
- **Community Education with Aging and Disability Resource Center:** The Older Americans Act requires that nutrition programs comply with the most recent Dietary Guidelines for Americans, ensuring that meals planned and offered at congregate dining sites meet nutritional requirements. Menus are analyzed and proven to meet standards by a Public Health Registered Dietitian (RD). The RD also provides nutrition education twice a year at each of the 9 county senior dining sites.
- **Farmers Market:** The WIC FMNP (Farmers' Market Nutrition Program) is a program funded through the USDA and has two primary goals. It aims to increase fruit and vegetable consumption of the people WIC serves and to increase use, awareness, and sales at local and statewide farmers' markets. This program helps to supply healthy food access to WIC participants by offering vouchers to purchase fresh produce available within the community.
- **Fit Families:** Fit families Supplemental Nutrition Assistance Program-Education (SNAP-Ed) is a successful behavior change program that targets families of 2-4-year-old children enrolled in WIC at Fit Families Project sites, such as ours, in Wisconsin. It uses evidence-based research and promising strategies that focus on helping families eat healthier and be more active with monthly counseling contacts and NERI (Nutrition Education Reinforcement Incentives) to motivate the children.
- **WIC (Women Infants and Children):** Public health nutritionists provide education at the systems level and are involved in community coalitions whose mission is to increase

physical activity, increase healthy food access, and work towards decreasing food insecurity for everyone living in our communities. The purpose of the Special Supplemental Nutrition Program is to promote and maintain the health and well-being of nutritionally at-risk pregnant, breastfeeding and postpartum women, infants and children. WIC program provides support, nutrition education, resource and referral to assure clients and family's needs are met and stay healthy.

- **Cross Unit Programing**

- **Maternal Child Health:**

1. Provides Prenatal Care Coordination (PNCC): nursing visiting program for high-risk pregnant women, including
 - Postpartum nurse home visit.
 - Breastfeeding support and education.
 - Reproductive health services including screening and treatment of sexually transmitted infections referral.
2. Pierce-St. Croix CARES (Creating a Responsive and Effective System for promoting and protecting our children's wellbeing) coalition that is focused on improving the social-emotional wellbeing of children, youth and their families.

- **Preparedness**

- Cities Ready Initiative.
 - Public Health Emergency Plan (PHEP).
 - St. Croix Valley Medical Reserve Corps.

HEALTH AND HUMAN SERVICES – Health Care Campus

Mission Statement: "Our residents don't live in a facility; we work in their home".

Summary of Responsibilities: The philosophy at the Health Care Campus states that staff will at all times provide care and services to the residents necessary to attain the highest practical physical, mental and psychosocial well-being in accordance with the comprehensive assessment and plan of care.

The Health Care Campus: The St. Croix County Health Care Campus is dedicated to upholding high standards of quality care while providing our residents with dignity, respect, and a sense of security. Our 100-bed campus offers a variety of care options sure to meet the needs of you or your loved one. From short rehabilitation stays to making this your home, our friendly and highly skilled staff are here to help you make the transition smoothly. The Health and Rehab Center Campus is made up of three distinct units, each offering a different level of service to meet the needs of our residents.

- **Health & Rehab Center** - Short term care is designed to help individuals recover from surgery, injury, or an illness and reclaim their independence. Our team provides all the tools necessary to get you back on your feet and to a level where you are able to return home. While long-term care provides a warm and inviting space to ensure our residents and visitors feel right at home. Small neighborhoods create a family like atmosphere allowing residents to build relationships while promoting community integration and socialization. Our skilled team of Nurses and Certified Nursing Assistants are available around the clock to provide individualized care to each of our residents.
- **Kitty Rhoades Memorial Memory Care Center-** Provides services to seniors with Alzheimer's disease and related conditions. This facility is designed to enhance the quality of life through meaningful activities while promoting independence. Our warm, neighborly setting along with compassionate staff creates a calm and inviting environment giving our residents a sense of peace.
Given the recent Centers for Medicaid and Medicare Services (CMS) approval to provide Medicaid waiver funded, home and community-based services, the Kitty Rhoades Memorial Memory Care Center will transition to accept crisis placements for individuals with Alzheimer's and related conditions through contracts with long term managed care and other counties.
- **Orchard View Terrace-** Combines independent living with the comfort of knowing support is available around the clock. This facility is made up of an assisted living and memory care unit allowing us to serve individuals with dementia and other forms of memory loss as well as elderly adults in need of some assistance with daily living skills. Our goal is to help you and your family reach your goals and maintain your level of independence while providing you with a sense of community in our warm, home like environment.
- **Outpatient and Inpatient Therapy-** Our therapy department is able to provide services to both the residents within our community and the residents in the surrounding area, providing Physical, Occupational and Speech therapy as needed. We are able to provide pool therapy that assists in building strength and relieving pain. In addition, we provide Lymphedema therapy, and Accelerated Care Plus therapy providing evidence based clinical programs in; dysphagia, fall prevention & balance, cardiopulmonary, continence improvement, Neuro Rehab, orthopedics, pain management and wound management with state-of-the-art equipment.

HEALTH AND HUMAN SERVICES

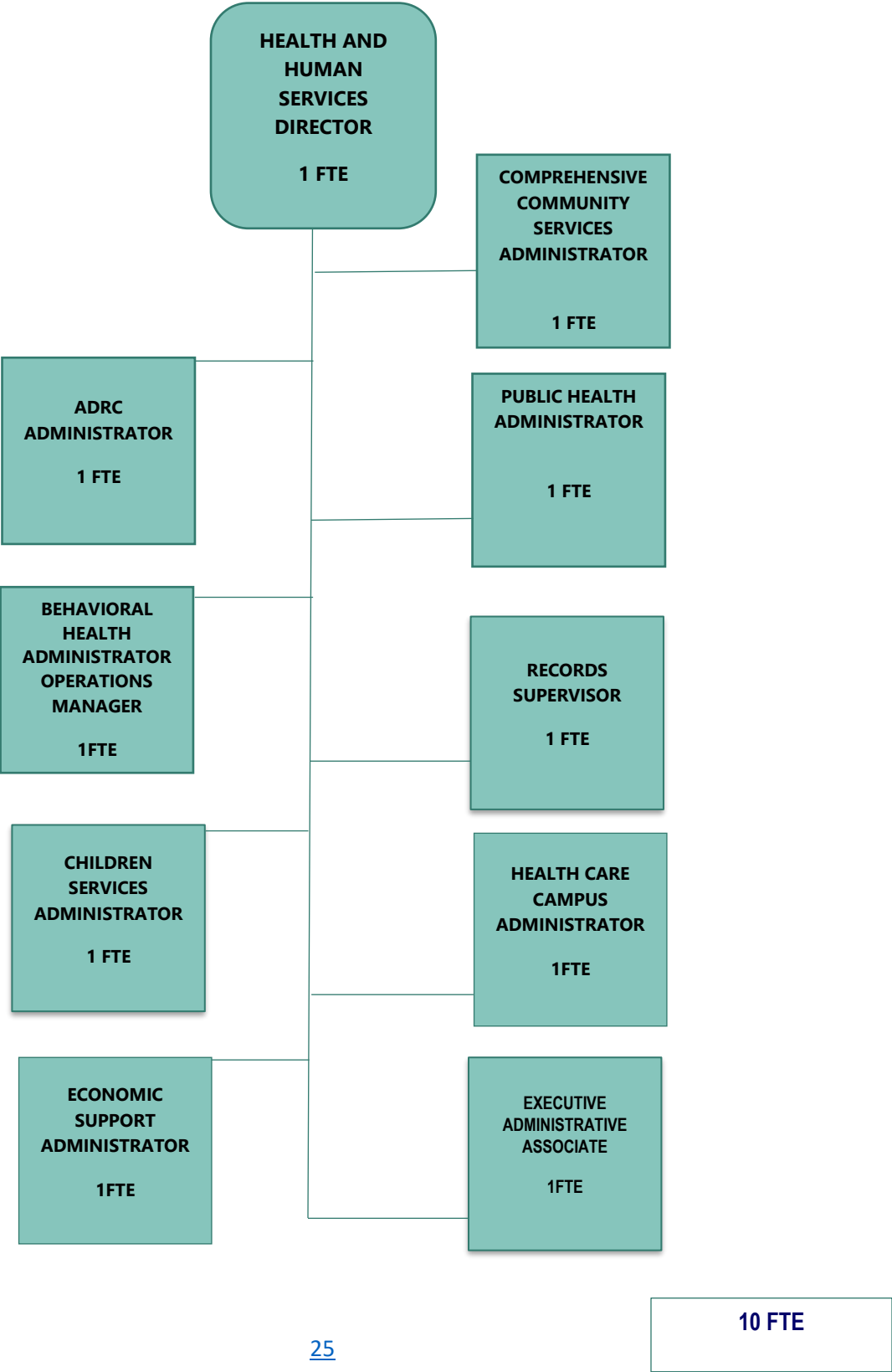
2020

ORGANIZATIONAL CHART

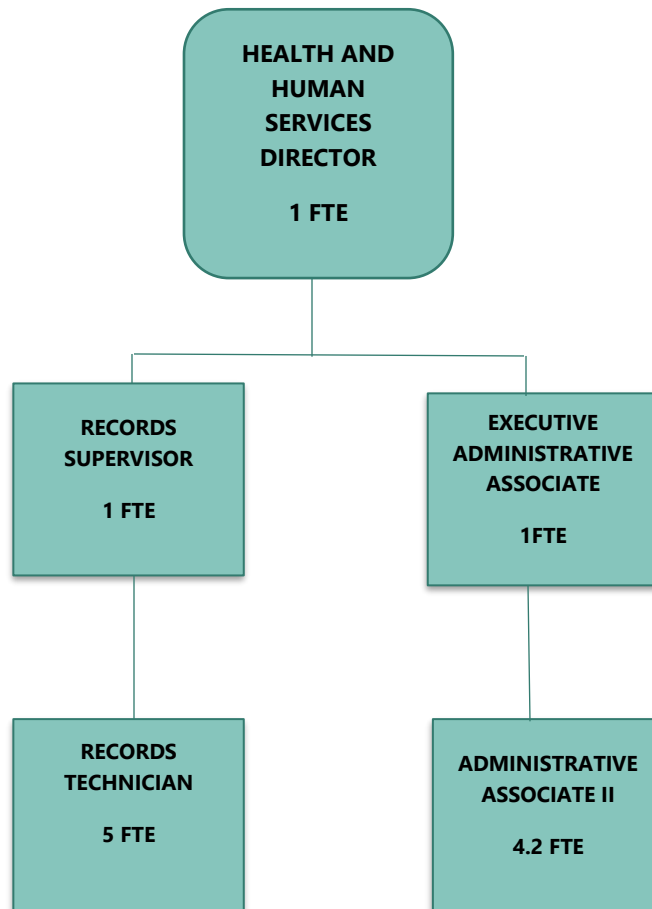
**165.44 FTE HEALTH AND HUMAN
SERVICES**

88.44 FTE HEALTH CARE CAMPUS

HEALTH AND HUMAN SERVICES



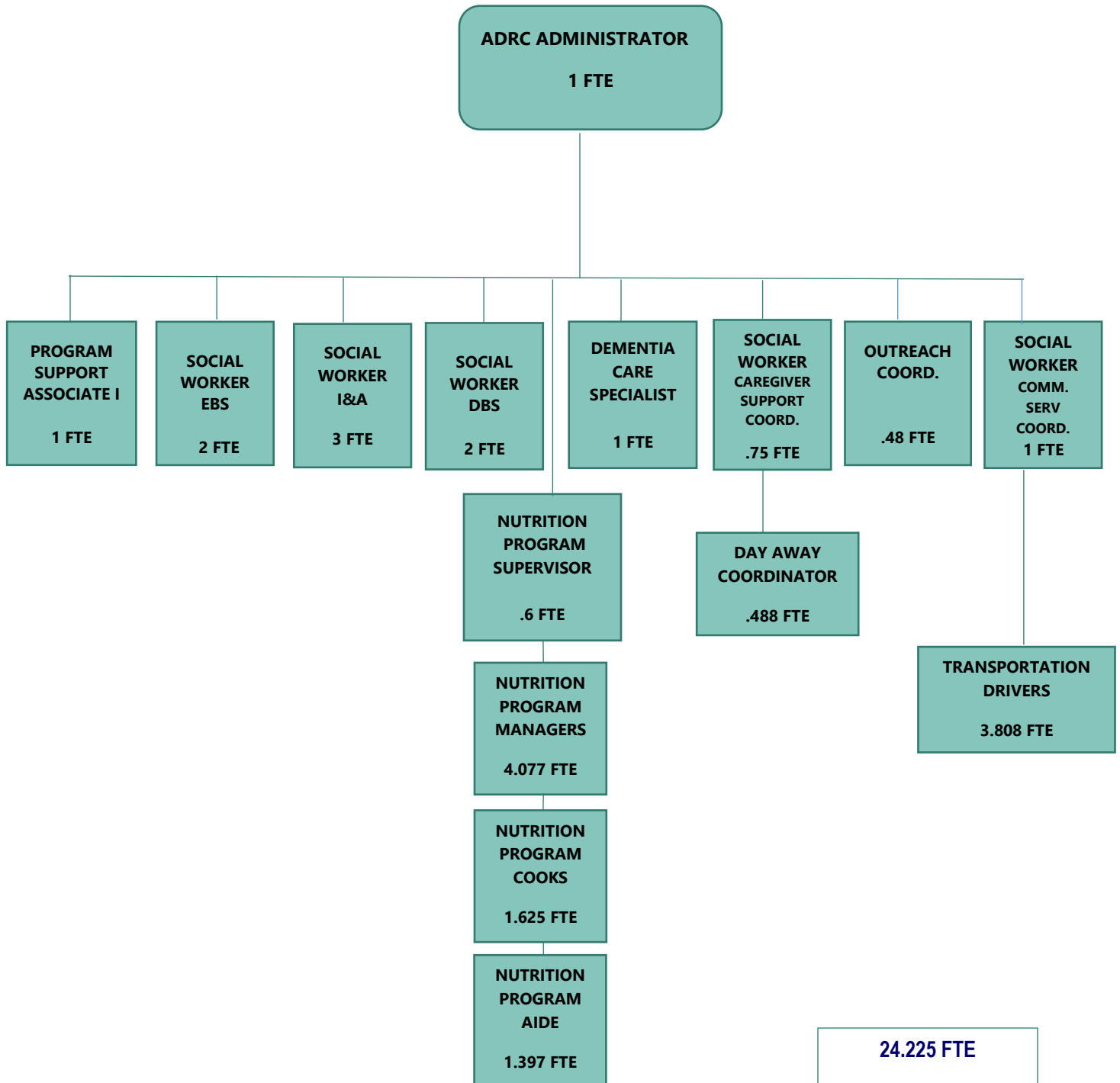
HHS - ADMINISTRATION



12.2 FTE

**ADDITIONAL
FINANCE FTE'S ARE
WITHIN HHS
BUDGET BUT NOT
REFLECTED IN ORG.
CHART.**

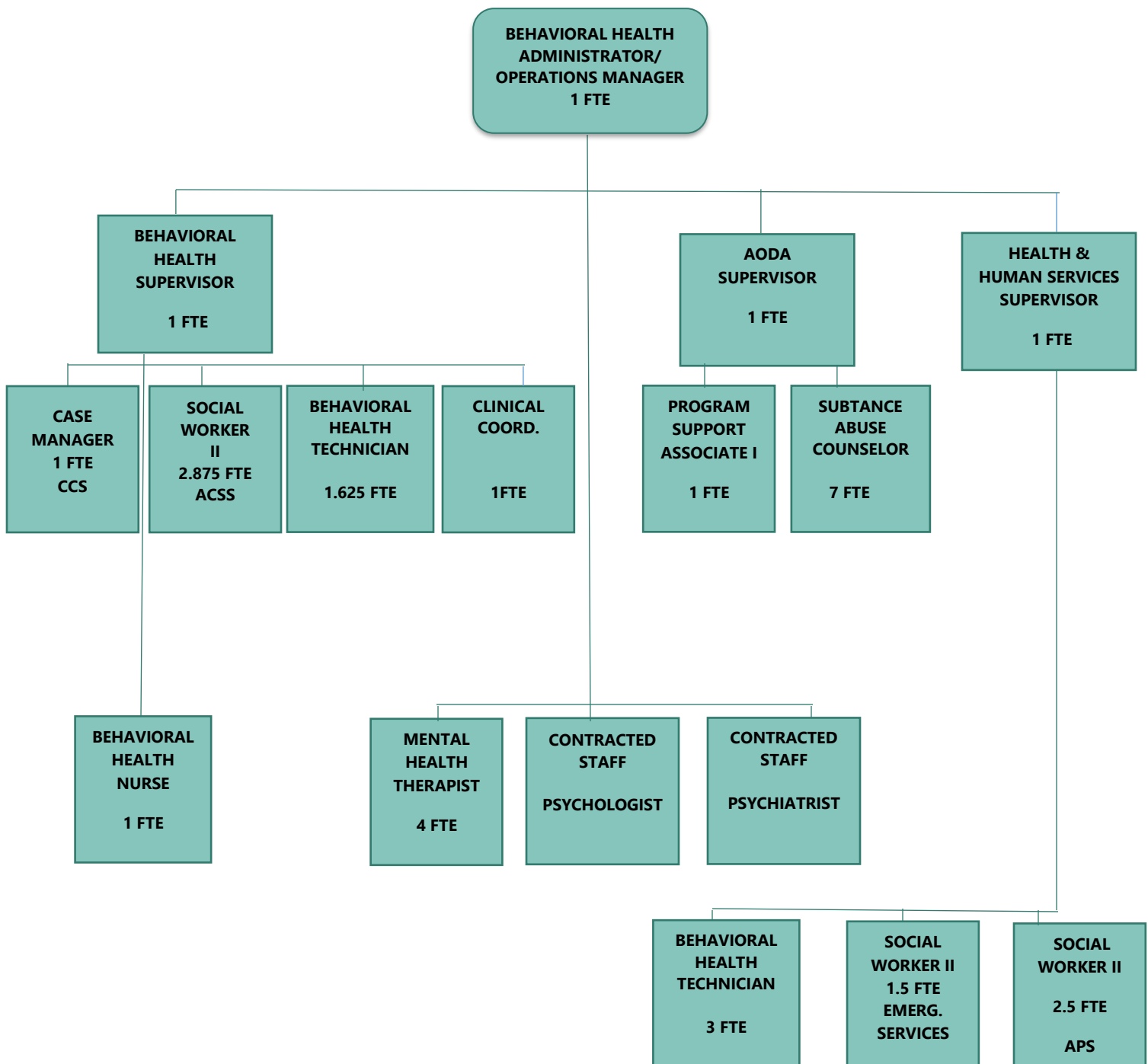
HHS - ADRC



EBS = ELDER BENEFIT SPECIALIST
I & A = INFORMATION & ASSISTANCE
DBS = DISABILITY BENEFIT SPECIALIST

24.225 FTE
**ADDITIONAL ON
CALL STAFF**

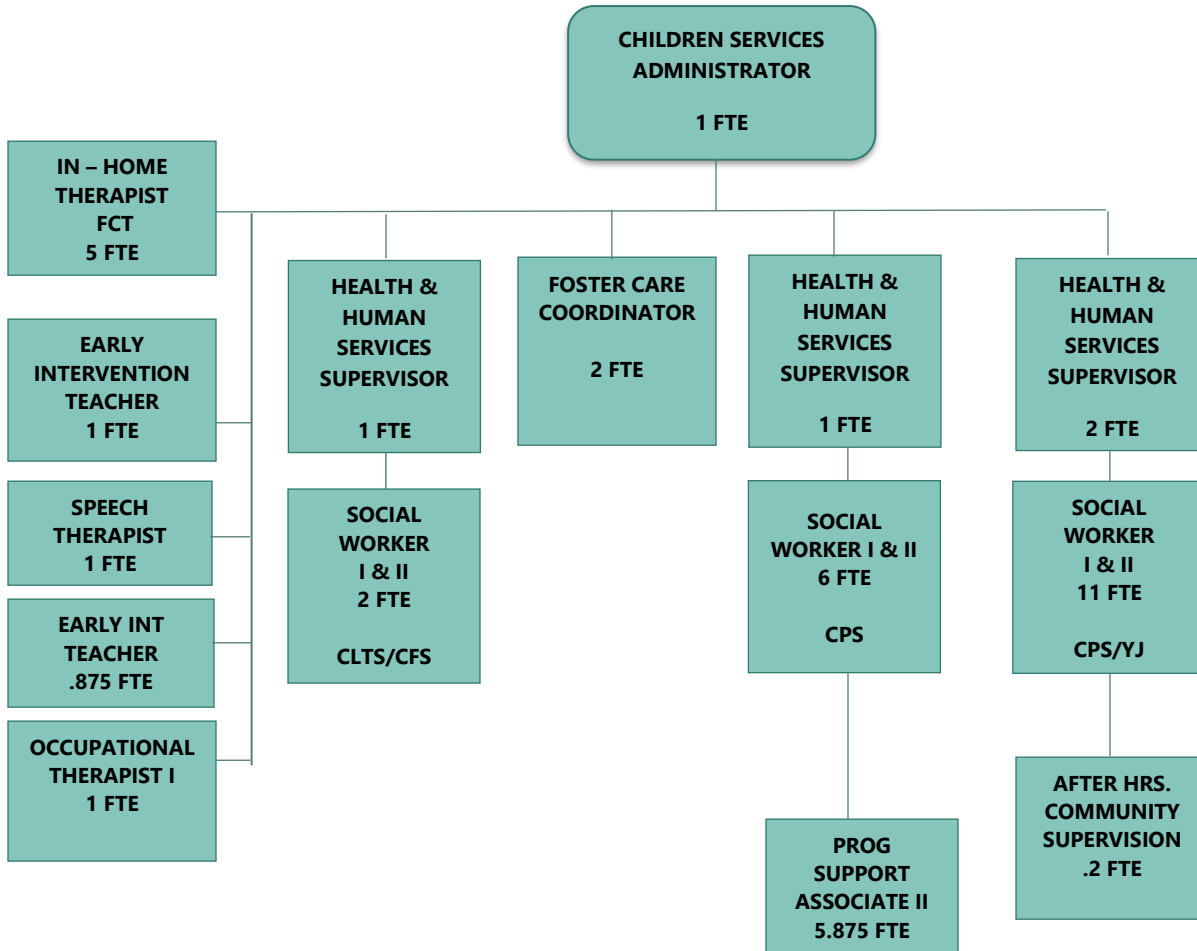
HHS – BEHAVIORAL HEALTH



ACSS = ADULT COMMUNITY SUPPORT SERVICES
 AODA = ALCOHOL AND OTHER DRUG ABUSE
 APS = ADULT PROTECTION SERVICES

30.5 FTE

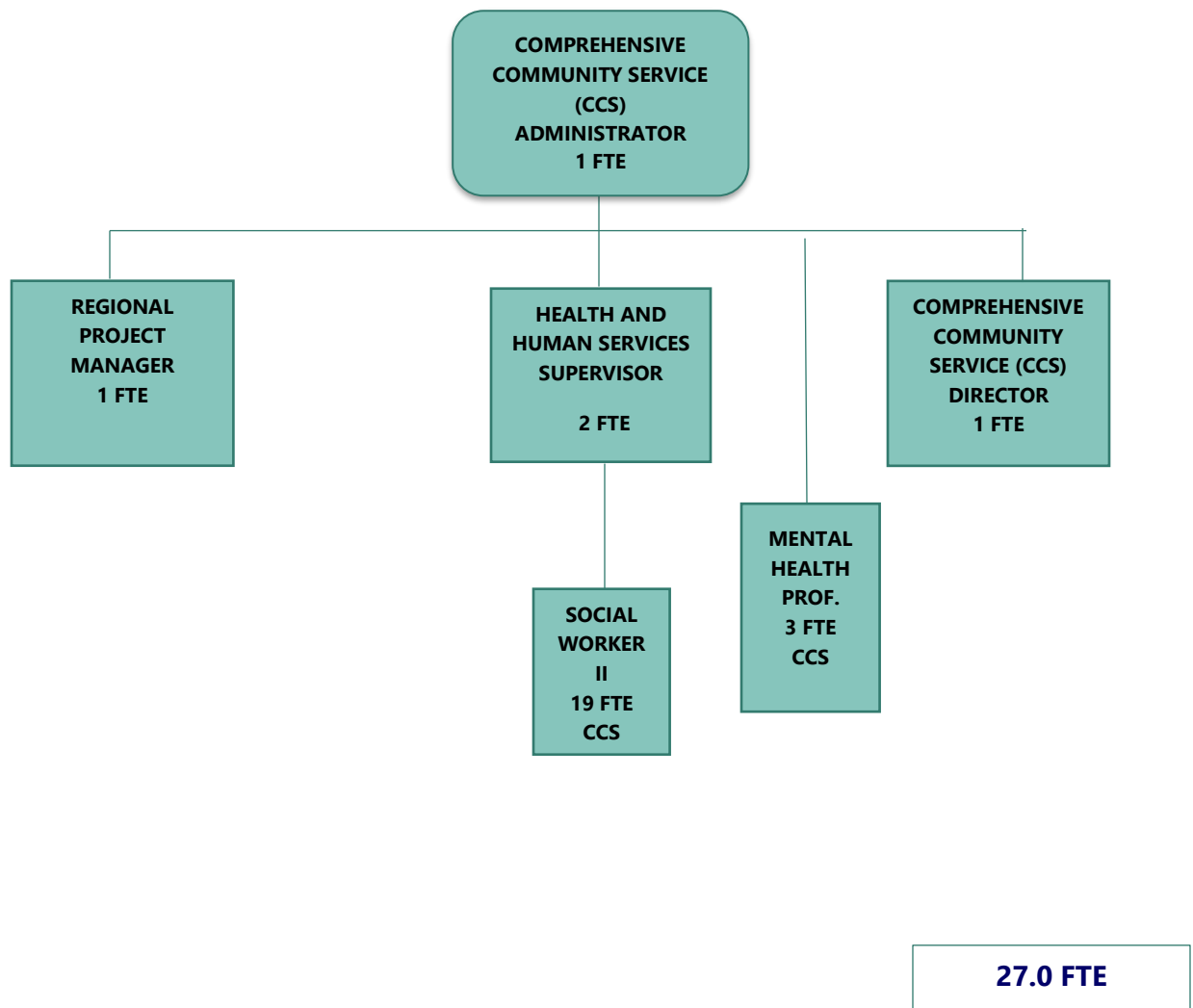
HHS – CHILDREN SERVICES



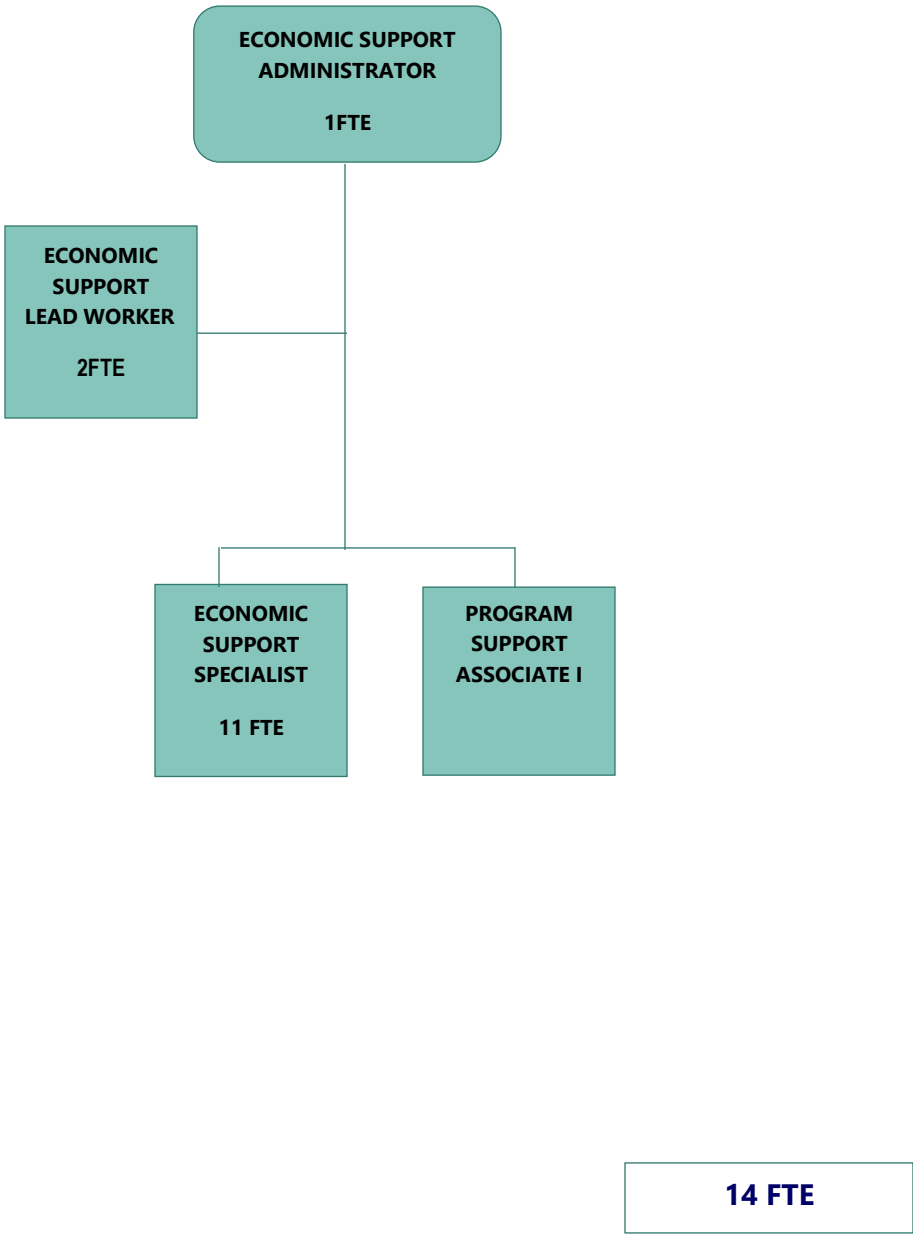
40.95 FTE

CFS = COORDINATED FAMILY SERVICES
 CLTS = CHILDREN'S LONG TERM SUPPORT
 CPS = CHILD PROTECTION SERVICES
 FCT = FAMILY CENTERED THERAPY
 YJ= YOUTH JUSTICE

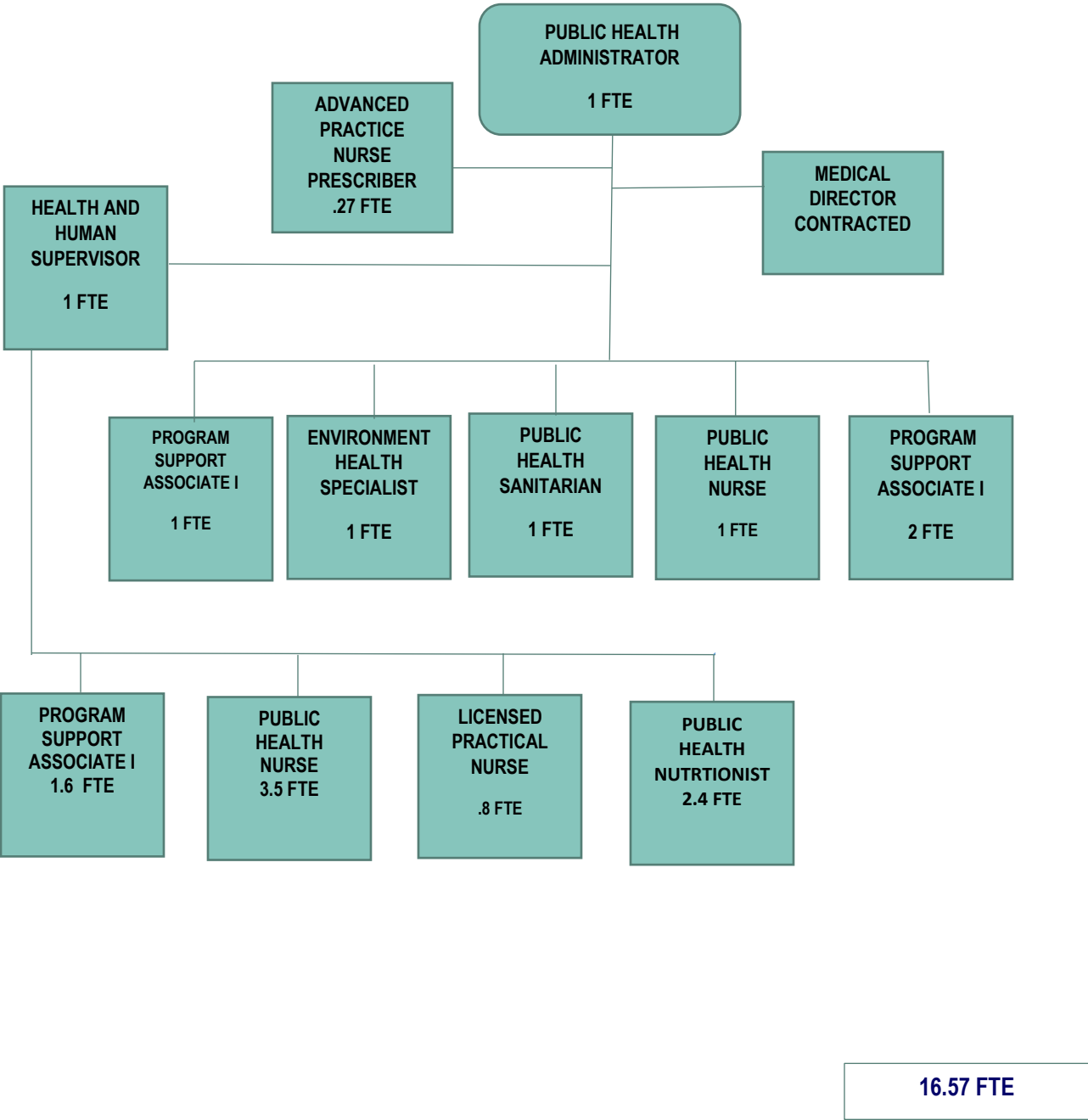
HHS – COMPREHENSIVE COMMUNITY SERVICES



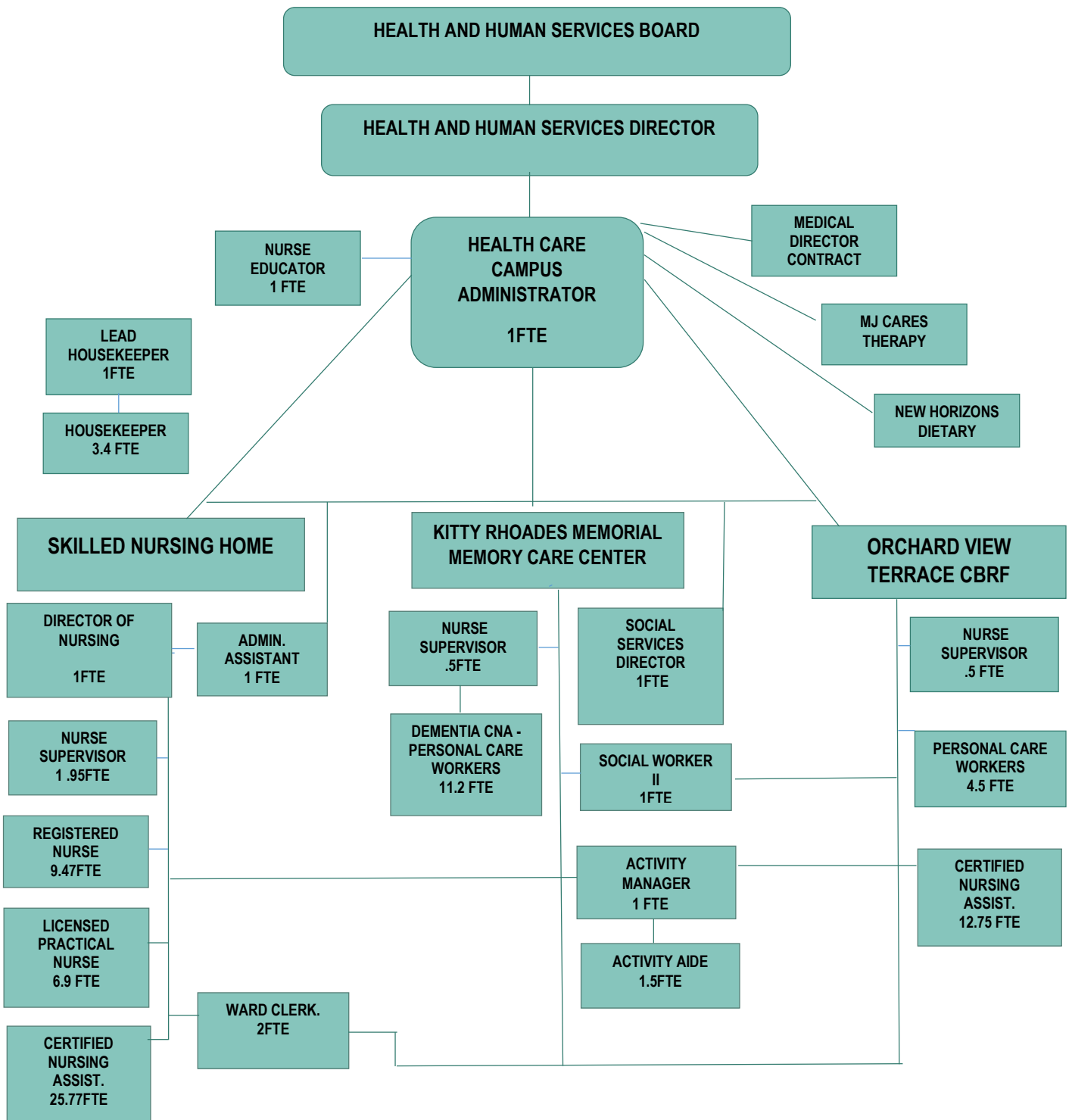
HHS – ECONOMIC SUPPORT



HHS – PUBLIC HEALTH



HHS – HEALTH CARE CAMPUS



**Total Budgeted FTE
88.44**

**Health & Rehab Center
Kitty Rhoades
Orchard View**

2020 Health and Human Services Budget Overview



2018-2020 HHS Budget Revenue

HHS Revenue			
Program	2018 (Actual)	2019 Budget	2020 Budget
Administration	\$403,987	\$500,490	\$500,490
Behavioral Health	3,070,153	3,052,961	3,168,919
Economic Support	1,142,234	1,029,235	1,059,157
Comprehensive Community Services (CCS)	3,194,170	4,142,633	5,266,678
Children Services	2,901,991	2,672,704	2,895,780
Public Health	810,228	822,198	1,031,692*
ADRC	1,689,195	1,791,309	1,742,987
Revenue (Grants and Collections)	\$13,211,958	\$14,011,530	\$15,665,703
Budget Tax Levy	6,100,758	6,482,648	6,673,880
Surplus Applied		375,457	434,636
Total Revenue	\$19,312,716	\$20,869,635	\$22,774,219

2018-2020 HHS Budget Expenses

HHS Expenses			
Program	2018 (Actual)	2019 Budget	2020 Budget
Administration	\$1,899,303	\$1,524,200	\$1,566,766
Behavioral Health	4,840,230	4,834,516	4,926,998
Economic Support	1,154,501	1,197,373	1,190,813
Comprehensive Community Services (CCS)	2,834,781	4,518,090	5,701,314
Children Services	5,425,917	5,110,647	5,426,391
Public Health	1,490,846	1,578,674	1,833,691*
ADRC	2,035,032	2,106,135	2,128,246
Total Expenses	\$19,680,610	\$20,869,635	\$22,774,219

* Includes grant funding for two Public Health positions. Funding not received, so reduction in revenue and expense equals \$227,940.

2018-2020 HCC Budget Revenue

Health Care Campus Revenue			
Program	2018 (Actual)	2019 Budget	2020 Budget
Health & Rehab Center	\$5,539,585	\$5,399,448	\$5,847,236
Kitty Rhoades Memorial Memory Care Center	492,416	647,832	989,285
Orchard View Terrace	543,479	1,739,800	1,830,212
Revenue (Grants & Local Collections)	6,575,480	7,787,080	8,666,733
Budget Tax Levy	0.00	0.00	0.00
Fund Balance Applied	0.00	(475,185)	(336,394)*
Surplus Applied	0.00	0.00	0.00
Total Revenue	\$6,575,480	\$7,311,895	\$8,330,339

* Revenue reduction to balance budgeted revenue to expense. Represents expectation that operational revenue will exceed operational expense (Debt service and depreciation not included in operational budget).

2018-2020 HCC Budget Expenses

Health Care Campus Expenses			
Program	2018 (Actual)	2019 Budget	2020 Budget
Health & Rehab Center	\$5,325,068	\$5,317,091	\$5,528,290
Kitty Rhoades Memorial Memory Care Center	457,659	602,467	1,024,148
Orchard View Terrace	840,977	1,392,338	1,777,901
Total Expenses	\$6,623,704*	\$7,311,896	\$8,330,339

* Actual expenses for 2018 includes depreciation

St. Croix County Department of Health and Human Services



Mandated Services Section

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Public Health	Page 45
Health Care Campus	Page 46

February 2020

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS - Administration

Service	Mandated (Yes/No)	Statutory Authority
Health and Human Services	Yes	Wis. Stat. § 46.23
Budget	Yes	Wis. Stat. §§ 46.031 & 49.325
Purchased Services	Yes	Wis. Stat. §§ 46.036 & 49.34
Financial Transactions	Yes	Wis. Stat. § 59.61
Records	No*	

Additional information: The intent of Wis. Stat. § 46.23 is to enable and encourage counties to develop and make available to all citizens of this state a comprehensive range of human services in an integrated and efficient manner; to utilize and expand existing governmental, voluntary and private community resources for the provision of services to prevent or ameliorate social, mental and physical disabilities; to provide for the integration of administration of those services and facilities organized under this section through the establishment of a unified administrative structure and of a unified policy-making body; and to authorize state consultative services, reviews and establishments of standards and grants-in-aid for such programs of services and facilities. The programs within Health and Human Services fit within this legislative intent.

"Human services" means the total range of services to people including, but not limited to, health care, mental illness treatment, developmental disabilities services, income maintenance, probation, extended supervision and parole services, alcohol and drug abuse services, services to children, youth and aging, family counseling, special education services, and manpower services. "Program" means community services and facilities for the prevention and amelioration of social, mental and physical disabilities.

*Medical records and county financial services are included in administration. There is not a specific mandate that these services are provided, but medical records is required to assure appropriate management of consumer records. Chapter 59.61 addresses financial transactions at the county level and are part of the Health and Human Services organizational structure to assure appropriate billing for services to consumers, insurance and state contracts, as well as maintain all financial records.

Chapter 46.031 and Chapter 49.325 requires each county department under s. 46.215, 46.22, 46.23, 51.42 or 51.437 shall submit to the department by December 31 annually its final budget for services directly provided or purchased.

Chapter 46.036 and 49.34 indicates that all care and services purchased by the department or by a county department under s. 46.215, 46.22, 46.23, 51.42, or 51.437 shall be authorized and contracted for under the standards established under this section.

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS-Aging and Disability Resource Center

Service	Mandated (Yes/No)	Statutory Authority
Aging Services	No	Wis. Stat. §§ 46.80, 46.82 and 85.21
Resource Center	No	Wis. Stat. § 46.283

Additional information: St. Croix County summary of services provided in the ADRC includes: information and assistance, elderly and disability benefit services, adult protective services, nutrition services, dementia care specialist, transportation services, volunteer program services, and caregiver support and respite services.

Wis. Stat. § 46.80 – The department's primary responsibility to elderly persons is to assure that all elderly and disabled persons have available and accessible a continuum of care or a wide range of community and supportive services so that they may remain in their homes and neighborhoods for as long as it is possible. The department shall be the mechanism by which governmental and nongovernmental agencies may coordinate their policies, plans and activities with regard to the aging.

Wis. Stat. § 46.82 identifies that a county board of supervisors of a county, the county boards of supervisors of 2 or more contiguous counties or an elected tribal governing body of a federally recognized American Indian tribe or band in this state may choose to administer, at the county or tribal level, programs for older individuals. Chapter 46.80 indicates that the department shall divide the state into distinct planning and service areas and designate a public or private nonprofit agency or organization as the area agency on aging for each planning and service area and we are the designated public agency. The County Board of Supervisors passed resolutions in 1979 to administer this program. These programs are mandated under the Federal Older Americans Act.

Wis. Stat. § 85.21 The purpose of this section is to promote the general public health and welfare by providing financial assistance to counties providing transportation services for elderly and disabled persons, and to thereby improve and promote the maintenance of human dignity and self-sufficiency by affording the benefits of transportation services to those people who would not otherwise have an available or accessible method of transportation. The County Board of Supervisors authorized the Office on Aging to prepare and submit to the Wisconsin Department of Transportation annual applications for financial assistance and obligation of county funds in amounts needed to provide annual matching amounts.

Wis. Stat. § 46.283 identifies that a county board of supervisors may decide to apply to the department for a contract to operate a resource center. St. Croix County Board of Supervisors authorized this service. The St. Croix County Board of Supervisors passed a resolution to apply for and operate a resource center on August 21, 2007. When St. Croix County authorized the

operation of the resource center, aging services and adult protection were consolidated as part of the Aging & Disability Resource Center (ADRC) for the efficient administration of services. State and Federal funding is received to operate the ADRC and no local match of county levy is required.

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS – Behavioral Health

Service	Mandated (Yes/No)	Statutory Authority
Community Mental Health, Developmental Disabilities, Alcoholism, and Drug Abuse Services	Yes	Wis. Stat. § 51.42
Community Support Programs	Yes	Wis. Stat. § 51.421
Care and Custody	Yes	Wis. Stat. § 51.22
Protective Services and Placement	Yes	Wis. Stat. § 55.02
Elder Abuse at Risk Agency	Yes	Wis. Stat. § 46.90

Additional information: St. Croix County summary of services provided in behavioral health includes: alcohol and other drug abuse outpatient services, intoxicated driver services, mental health outpatient services, emergency services, adult protection services, adult community support services, comprehensive community service, psychiatrist and psychologist services, and purchased services (includes crisis, residential, inpatient, hospitalizations, etc..)

Wis. Stat. § 51.42 identifies that the county board of supervisors has the primary responsibility for the well-being, treatment and care of the mentally ill, developmentally disabled, alcoholic and other drug dependent citizens residing within its county and for ensuring that those individuals in need of such emergency services found within its county receive immediate emergency services. This primary responsibility is limited to the programs, services and resources that the county board of supervisors is reasonably able to provide within the limits of available state and federal funds and of county funds required to be appropriated to match state funds.

Wis. Stat. § 51.421 indicates that if funds are provided, and within the limits of the availability of funds provided under s. 51.423 (2), each county department under s. 51.42 shall establish a community support program. Each community support program shall use a coordinated case management system and shall provide or assure access to services for persons with serious and persistent mental illness who reside within the community. Services provided or coordinated through a community support program shall include assessment, diagnosis, identification of persons in need of services, case management, crisis intervention, psychiatric treatment including medication supervision, counseling and psychotherapy, activities of daily living, psychosocial rehabilitation which may include services provided by day treatment programs, client advocacy

including assistance in applying for any financial support for which the client may be eligible, residential services and recreational activities. Services shall be provided to an individual based upon his or her treatment and psychosocial rehabilitation needs.

Wis. Stat. § 51.22 indicates that except as provided in s. 51.20 (13) (a) 4. or 5., any person committed under this chapter shall be committed to the county department under s. 51.42 or 51.437 serving the person's county of residence, and such county department shall authorize placement of the person in an appropriate facility for care, custody and treatment. The county will incur the cost of these placements if it is not billable to insurance or the consumer.

Individual counties must determine what shall be done to meet these responsibilities in a way that adequately complies with the law. The burden of demonstrating that those responsibilities have been met to an adequate degree falls upon the county. The services, therefore, are not identical in each county even though the same basic mandate exists.

Wis. Stat. § 55.02 identifies that the chairperson of each county board of supervisors shall designate a county department under s. 46.215, 46.22, 46.23, 51.42, or 51.437 that is providing services in the county on its own or through a joint mechanism with another county department or county to have the responsibility for planning for the provision of protective services and protective placement and for directly providing protective services.

Wis. Stat. § 46.90 requires that each county board shall designate an agency in the county as the elder-adult-at-risk agency. "Elder-adult-at-risk agency" means the agency designated by the county board of supervisors under sub. (2) to receive, respond to, and investigate reports of abuse, neglect, self-neglect, and financial exploitation under sub. (4).

MANDATED SERVICES-ST. CROIX COUNTY 2019

DHHS – Children Services

Service	Mandated (Yes/No)	Statutory Authority
Children's Services and Youth Justice Services	Yes	Wis. Stat. Ch. 48 & 938
Child Welfare Services	Yes	Wis. Stat. § 48.56
Powers and Duties of County Departments	Yes	Wis. Stat. §§ 48.57 & 938.57
Developmental Disability Services	Yes	Wis. Stat. § 51.437
Children's Community Options Program	Yes	Wis. Stat. § 46.272
Early Intervention Services (Birth to Three)	Yes	Wis. Stat. § 51.44

Additional information: St. Croix County summary of services provided in Children Services includes: child protection access, assessment and ongoing services; youth justice intake and ongoing services; emergency on-call services; Coordinated Family Services (CFS), Children's Long-Term Support (CLTS) waivers, Family Centered Treatment (FCT), Comprehensive Community Services (CCS) and assessment/referral. As well as step parent adoptions, day care certifications, foster parent licensing, independent living services and purchased services (foster care, short term shelter care, kinship care, group home, residential care, corrections, secure custody, etc.).

Wis. Stat. Ch. 48 is the Children's Code and Wis. Stat. Ch. 938 is the Juvenile Justice Code.

Wis. Stat. § 48.56 requires each county having a population of less than 500,000 shall provide child welfare services through its county department. Each county department shall employ personnel who devote all or part of their time to child welfare services. Whenever possible, these personnel shall be social workers certified under Ch. 457.

Wis. Stat. § 48.57 (1) indicates that each county department shall administer and expend such amounts as may be necessary out of any moneys which may be appropriated for child welfare purposes by the county board of supervisors or by the legislature, which may be donated by individuals or private organizations or which may be otherwise provided.

Wis. Stat. § 938.57(1) indicates that each county department shall administer and expend such amounts as may be necessary out of any moneys which may be appropriated for juvenile welfare purposes by the county board of supervisors or donated by individuals or private organizations.

Wis. Stat. § 51.437 indicates that the county board of supervisors has the primary governmental responsibility for the well-being of those developmentally disabled citizens residing within its

county and the families of the developmentally disabled insofar as the usual resultant family stresses bear on the well-being of the developmentally disabled citizen. This primary governmental responsibility is limited to the programs, services and resources that the county board of supervisors is reasonably able to provide within the limits of available state and federal funds and of county funds required to be appropriated to match state funds.

Wis. Stat. § 46.272 governs the Children's Community Options Program. This statutory section requires the department to establish a children's community options program with the main purpose of providing a coordinated approach to supporting families who have a child with a disability. Individual counties must determine what shall be done to meet these responsibilities in a way that adequately complies with the law. The burden of demonstrating that those responsibilities have been met to an adequate degree falls upon the county. The services, therefore, are not identical in each county even though the same basic mandate exists.

Children's Long-Term Support (CLTS) waivers provide the county access to State and Federal funding to serve the health and safety needs of children in the County. In many instances, these health and safety needs would otherwise be funded solely through local tax levy funding.

Wis. Stat. § 51.44 indicates that each county board of supervisors shall designate the appropriate county department under s. 46.21, 46.23 or 51.437, the local health department of the county or another entity as the local lead agency to provide early intervention services. This chapter goes on to read that the department (the state) shall promulgate rules for the statewide implementation of the program.

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS – Comprehensive Community Services

Service	Mandated (Yes/No)	Statutory Authority
Comprehensive Community Services	No	Wis. Stat. § 49.45(30e) (b) Wis. Stat. § 51.42 (7) (b)
<p>Department of Health Services, Chapter 36 was promulgated under the authority of Wisconsin Stat. §§ 49.45(30e)(b) and 51.42(7)(b) to establish the scope of psychosocial service, standards for certification and criteria for determining the need for rehabilitation services, and other conditions of coverage of community-based services under medical assistance program</p> <p>Wis. Stat. § 51.42 identifies that the county board of supervisors has the primary responsibility for the well-being, treatment and care of the mentally ill, developmentally disabled, alcoholic and other drug dependent citizens residing within its county and for ensuring that those individuals in need of such emergency services found within its county receive immediate emergency services. This primary responsibility is limited to the programs, services and resources that the county board of supervisors is reasonably able to provide within the limits of available state and federal funds and of county funds required to be appropriated to match state funds.</p> <p>Comprehensive Community Services (CCS) is intended to assist individuals of all ages who are in need of ongoing services for mental illness, substance abuse disorder, or dual diagnosis beyond occasional outpatient care, but less than the intensive care provided in an inpatient setting.</p> <p>While CCS is not a mandated program, counties are the only entity in the state that can be certified. St. Croix County does so in a shared service model with Eau Claire and Barron counties. This shared service model allows St. Croix County to recoup 100% of eligible costs to administer the program. Due to growth, as approved in the 2020 budget by the county board of supervisors, it will be a separate and distinct Health and Human Services Division and no longer be embedded in Children Services and Behavioral Health.</p>		

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS – Economic Support

Service	Mandated (Yes/No)	Statutory Authority
Energy Assistance (Wisconsin Home Energy Assistance Program- WHEAP)	Yes	Wis. Stat. § 16.27
Wisconsin Shares – Child Care Subsidy	No	Wis. Stat. § 49.155
Income Maintenance Administration – Medical Assistance	Yes	Wis. Stat. § 49.45
Income Maintenance Administration – Food Share	Yes	Wis. Stat. § 49.79
Fraud Investigations and Error Reduction	Yes	Wis. Stat. § 49.845

Additional information: St. Croix County summary of services provided by economic support include: energy assistance, child care, medical assistance and food share.

Wis. Stat. § 16.27 (4) indicates that a household may apply after September 30 and before May 16 of any year for heating assistance from the county department under s. 46.215 (1) (n) or 46.22 (1) (b) 4m. a. to e. or from another local governmental agency or a private nonprofit organization. Funding received for this program is budgeted to cover direct operational costs.

Wis. Stat. § 49.155 (3) the county department or agency with which the department contracts under sub. (1m) to determine eligibility in a particular geographic region or for a particular Indian tribal unit shall administer child care assistance in that geographic region or for that tribal unit. Funding received for this program is budgeted to cover direct operational costs.

Wis. Stat. Ch. 49-Income Maintenance Administration. We are part of a 10-county consortium that administers medical assistance and FoodShare. The county opted to be part of this consortium, but could decide not to provide direct administration of these programs and services; however, the county would still be required to contribute local funding (tax levy) to the consortium for direct operational costs. Administration of child care assistance, as well as, program integrity, fraud and overpayment recovery efforts are also consolidated within the 10-county consortium to further increase accuracy, consistency and efficiency in the administration of these public benefits.

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS – Public Health

Service	Mandated (Yes/No)	Statutory Authority
Local Health Department	Yes	Wis. Stat. § 251.02(1)

Additional information: St. Croix County summary of services provided in public health includes: Healthier Together (community health improvement process); communicable disease surveillance, investigation, and control; maternal child health, environmental health, chronic disease and injuries; and birth to three.

Wis. Stat. § 251.02(1) indicates in counties with a population of less than 500,000, unless a county board establishes a city-county health department under sub. (1m) jointly with the governing body of a city or establishes a multiple county health department under sub. (3) in conjunction with another county, the county board shall establish a single county health department, which shall meet the requirements of this chapter. The county health department shall serve all areas of the county that are not served by a city health department that was established prior to January 1, 1994, by a town or village health department established under sub. (3m), or by a multiple municipal local health department established under sub. (3r) or by a city-city health department established under sub. (3t). No governing body of a city may establish a city health department after January 1, 1994.

Further in this section of the statutes Wis. Stat. § 250.03 (1) (L) indicates that the department (the state) shall perform or facilitate the performance of all of the following services and functions:

1. Monitor the health status of populations to identify and solve community health problems.
2. Investigate and diagnose community health problems and health hazards.
3. Inform and educate individuals about health issues.
4. Mobilize public and private sector collaboration and action to identify and solve health problems.
5. Develop policies, plans, and programs that support individual and community health efforts.
6. Enforce statutes and rules that protect health and ensure safety.
7. Link individuals to needed personal health services.
8. Assure a competent public health workforce.
9. Evaluate effectiveness, accessibility, and quality of personal and population-based health services.
10. Provide research to develop insights into and innovative solutions for health problems.

The department facilitates the performance of these services through our local health department and we have a set of services that fulfill the above noted requirements and the state conducts a review to assure that this is completed. The public health department also meets the requirements of Wisconsin State Statutes, chapter 250 -255.

MANDATED SERVICES-ST. CROIX COUNTY 2020

HHS – Health Care Campus

Service	Mandated (Yes/No)	Statutory Authority
Health and Rehab Center	No	
Kitty Rhoades Memorial Memory Care Center	No	
Orchard View Terrace	No	

Additional information:

There is no state statute that mandates a county must own or operate a nursing home or a community based residential facility.

On January 9, 2020 the Kitty Rhoades Memorial memory Care Center and the Orchard View Terrace receive Centers for Medicaid and Medicare Services (CMS) to provide Medicaid Waver funded, home and community-based services

St. Croix County Department of Health and Human Services



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February 2020

DUTIES OF THE HEALTH AND HUMAN SERVICES BOARD



Health and Human Services Board: Performs all duties as required by Wisconsin Statutes § 46.23(5m). (The St. Croix County Rules and Bylaws shall serve as the operating procedures as required by Wisconsin Statutes § 46.23(5m)(e).)

Structure:

Members: 6 Supervisors and 3 Citizen Members

Term: 3-Years

Populated: Not by election, but by appointment by the County Administrator subject to confirmation by the County Board.

Assignments

- 1) Designated Departments: Health and Human Services Department, Health Care Campus and Veterans Service.
- 2) Contact Committee for: Coordinated Services Team Coordinating Committee; Council on Aging and Disabilities; Veterans Service Commission; West Central Wisconsin Community Action Agency, Inc. (WestCAP).

Responsibilities

- 1) Acts as the local board of health pursuant to Wisconsin Statutes § 251.03(1) 25 March 1, 2016

DUTIES OF THE COUNCIL ON AGING AND DISABILITIES



Council on Aging and Disabilities. The Council on Aging and Disabilities (COAD) shall be the governing board of the Aging and Disabilities Resource Center (ADRC) pursuant to Wisconsin Statute § 46.283(6). The COAD shall also act as the Commission on Aging pursuant to Wisconsin Statutes § 46.82(4).

Structure: 11 members - 6 members must be individuals who are 60 years of age or older. Of the 6 individuals 60 years of age or older, 2 should be County Board Supervisors. Two members must be from the Health and Human Services Board (1 of which must be a County Board Supervisor) and should be an individual 60 years of age or older. At least one fourth of the members shall be of individuals who belong to an Aging and Disability Resource Center (ADRC) client group, or who is a family member of, guardian of or other advocate of such an individual. One member shall be representative of each of the following areas: caregiver for older adults (1 member); representative with knowledge in the area of developmental disabilities (1 member); representative with knowledge in the area of physical disabilities (1 member); representative with knowledge in the area of alcohol and drug abuse/mental health (1 member); and one representative with knowledge in the area of youth transition (1 member). Each individual member will only represent one target group." The COAD shall act as the Community Options Program Committee pursuant to Wisconsin Statutes § 46.23(3)(bm).

Responsibilities: The role of the COAD is to: (a) identify the needs of older people and adults with disabilities; (b) recommend services to meet those needs; and (c) advocate for local, state and national programs that promote quality of life for older people and adults with disabilities. The COAD shall report to the Health and Human Services Board (HHS Board). In the event an issue should arise between the HHS Board and the COAD relating to the governance of the ADRC, the HHS Board and/or the COAD may bring the issue to the County Board via resolution or ordinance.

Community Justice Collaborating Council

Community Justice Collaborating Council. The mission of the Community Justice Collaborating Council (CJCC) is to enhance public safety in St. Croix County through community collaboration by ensuring offender accountability, providing rehabilitative programming, and supporting the rights and needs of victims. In addition, the CJCC is committed to providing the coordinated leadership necessary to establish and foster innovative, research-based corrections programs for adult and juvenile offenders, and improve efficiencies and outcomes in the criminal/juvenile justice system. Finally, the CJCC is committed to promoting and enhancing communication between all elements of the criminal/juvenile justice system. Subcommittees of the CJCC include:

- ❖ **Community Engagement**
- ❖ **Criminal Justice**
- ❖ **Domestic violence/Family Issues**
- ❖ **Executive**
- ❖ **Mental Health**
- ❖ **Substance Abuse**
- ❖ **Treatment Court**

Health and Human Services Advisory Committees

The following Committees are required to publicly notice their meetings and provide an agenda and minutes for each meeting.

- ❖ **Citizen Review Panel:** The panels were established under the federal Child Abuse Prevention and Treatment Act (CAPTA). On October 3, 1996, Congress amended the CAPTA by directing states to support and improve child protection systems. The amendment specifically required each state to establish at least three citizen review panels to evaluate how effectively state and local agencies are fulfilling their child protection responsibilities. The Act was later revised and reauthorized as the CAPTA Reauthorization Act of 2010. Pursuant to CAPTA, each panel established shall be composed of volunteer members who are broadly representative of the community, in which such panel is established, including members who have expertise in the prevention and treatment of child abuse and neglect, and may include adult former victims of child abuse or neglect. The members and staff of a panel established shall not disclose to any person or government official any identifying information about any specific child protective case and shall not make public other information unless authorized by state statute.
- ❖ **Comprehensive Community Services Coordination Committee (CCS):** The CCS Coordination Committee advises and assists St. Croix County in developing and overseeing the quality of CCS services and the protection of client rights. The CCS Coordination Committee includes service

recipients, county staff, service providers, community mental health and substance use advocates, family members, and other interested parties. At least one-third of the membership is to be service recipients. The CCS Coordination Committee meets at least quarterly. Meetings are open to anyone who wants to attend.

- ❖ **Coordinated Family Services Committee:** The Coordinated Family Services Committee assists and advises St. Croix County in the development and oversight of services to respond to needs of children who are involved in multiple systems of care such as mental health, substance abuse, child welfare, juvenile justice, special education or developmental disabilities. This committee also serves as the Children's Community Options Program Committee (COP). The Children's Community Options Program purpose is to provide a coordinated approach to supporting families who have a child with a disability.
- ❖ **Nutrition Advisory Council (NAC):** The purpose of the Nutrition Program is to provide nutrition services that assist older individuals to live independently by promoting better health through improved nutrition and reduced isolation through programs coordinated with nutrition-related supportive services. The Nutrition Advisory Council is responsible for advising the Nutrition Program on all matters relating to the delivery of nutrition and supportive services throughout St. Croix County in fulfillment of its by-laws.

**St. Croix County Department of
Health and Human Services**



Strategic Planning Section

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County Strategic Directions Page 54
Health and Human Services 2019 Work Plan.....Pages 55
Health and Human Services 2020 Work Plan.....Pages 62



Department Work Plans

Department Heads create work plans based on adopted budget in support of task linked to Strategic Initiatives. Work plans are typically reviewed by the Standing Committees.

County Budget

Largest policy document annually adopted by the County Board. The spending decisions are based on support for Strategic Initiatives.

Administration Committee approves Budget Guidelines which are an early indicator of budget direction.

5/13/19 Budget Guidelines Adopted

11/5/19 County Board vote on 2020 Budget

County Administrator Goals

County Board by Resolution establishes goals for the County Administrator. They are guided by Strategic Initiatives and provide details and measurable goals.

1. Complete Nitrate Source Analysis (water study recommendation 1B)
 2. Develop and implement regional crisis intervention services plan.
 3. Complete mandate service analysis to educate the County on the required services the County provides, and services the County has elected to provide.
 4. Implement findings of McGrath Compensation Study.
 5. Create an employee survey to create a metric for employee satisfaction and identify trends in issues.
 6. Prepare a space needs study for the Government Center Campus to identify future space requirements and options.
 7. Increase Health Center Campus bed utilization rate from 68% to 80%.
- County Board Approved Goals August 6, 2019

County Board Strategic Initiatives

County Board establishes Strategic Initiatives annually for current issues, providing direction for County priorities.

1. Pursuing innovative strategies to address health and wellbeing issues.
2. Evaluating and prioritizing County services.
3. Adopting effective policies for retention and recruitment.
4. Maintaining and providing for future infrastructure.
5. Adopting zoning ordinance by March 2020.
6. Achieving financial stability.

County Board Approved Initiatives Resolution May 7, 2019

St. Croix County Strategic Directions

Pursuing innovative strategies to address health and wellbeing issues	Evaluating and prioritizing County services	Adopting effective policies for retention and recruitment	Maintaining and providing for future infrastructure	Adopting zoning ordinance by March 2020	Achieving financial sustainability
<ul style="list-style-type: none"> • Mental health crisis • Address mental health issues and prevention (continue to...) • Drug abuse/family issues and child welfare • Mental health issues and opioid/drug problems • Impact of drug abuse • Health and wellness <ul style="list-style-type: none"> o Addiction o Mental health o Water quality • System wide impact of drug & alcohol (ab)use • Public Safety • Aging population — Everything • Re-evaluate long-term care facility and fiscal deployment • Child protective services ↑ • Prevention programming 	<ul style="list-style-type: none"> • Data integration and automation • Public safety Emergency management Expand recreation opportunities for better health • Services: what to provide and how to provide it Plan domestic violence court • Productivity and focus on improvement of core services • Improve customer service delivery • Affordable housing 	<ul style="list-style-type: none"> • Retention of quality employees • Recruitment and retention • Labor — how to effectively recruit and retain staff • Develop innovative initiatives to assist with recruitment and retention efforts • Wage: benefits study for retention 	<ul style="list-style-type: none"> • Infrastructure-keeping up • Plan courts expansion • Roads — infrastructure • Growth preparation — infrastructure <ul style="list-style-type: none"> o Jail o Roads o Water • Develop creative way to assist the public with transportation 	<ul style="list-style-type: none"> • Adopt land use ordinances • Natural resource protection • Land use regulations vs. landowner rights • Water quality • Landowner rights 	<ul style="list-style-type: none"> • Fiscal responsibility .to afford services and infrastructure • Financial — budgeting. How to pay for services • Fill nursing home • Re-evaluate long-term care facility and fiscal deployment

2019 HEALTH AND HUMAN SERVICES DEPARTMENT WORK PLAN

Department	Health and Human Services		
Department Mission/Purpose	Health and Human Services Vision: Quality Health and Human Services for Everyone by Everyone.		
	Health and Human Services Mission Statement: St Croix County Health and Human Services promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.		
DEPARTMENT ALIGNMENT TO COUNTY STRATEGIC GOALS			
COUNTY STRATEGIC GOAL	DEPARTMENT ACTION ITEMS		DEADLINE
I. Develop a process to evaluate programs and costs using data and information to identify mandated versus optional programs, chart program statistics and trends, and track changing demand for County services.	(A) ADRC: Long-range meal plan recommendation for Council on Aging and Disabilities for consideration.		August 2019
	(B) Children Services/Behavioral Health: Research, develop and implement outcome measures for CCS Program effectiveness.		Dec. 2019
	(C) Public Health: Incorporation of health equity lens for at least one population-based service.		Dec. 2019
	(D) Public Health: Complete Community Health Needs Assessment and Improvement Plan-Healthier Together.		October 2019
II. Identify expenditure reductions and non-tax levy revenue increases of 10% in the face of State imposed levy limits within 2 years.	(E) Children Services/Behavioral Health: Continued growth of Comprehensive Community Services and re-evaluation of long-term service projections as part of the 2020 budget.		December 2019
	(F) Health and Rehab Center Campus: Home and Community Based Waiver (HCBS) approval and service contract preparation.		May 2019 May 2019

	(G) HHS: Partner with local and state agencies to complete Community Collaborations to Strengthen and Preserve Families Grant.	
III. Create County and department-oriented onboarding programs within 1 year for new staff during their first year of employment.		
IV. Improve staff development programs which will contribute to maintaining a turnover rate below the national average.	(H) HHS Department: Health and Human Services will continue work towards being a Trauma Informed Agency. (I) Economic Support: Telework defined and implemented. (J) Behavioral Health: Develop a Motivational Interviewing training/support structure for Behavioral health staff to increase client relationship and treatment effectiveness building job satisfaction.	December 2019 July 2019 July 2019
V. Develop and implement a staff technology training program that is aligned with the modernization of the County's Information Technology services within 2 years.	(K) Records: Work with Human Resources and Information Technology Departments to transition all required onboarding trainings to The Loop-Human Capital Management component of county software (L) Records: Complete review of all Health and Human Services Division specific new employee onboarding/orientation process to integrate into The Loop-Human Capital Management component of county software.	July 2019 December 2019

DEPARTMENT OBJECTIVES		METRICS	DEADLINE
1.		(A) ADRC: Long-range planning:	June 2019

<p>(A) ADRC: Develop long-range meal plan recommendation, in conjunction with the Nutrition Advisory Council, for Council on Aging and Disabilities consideration.</p> <p>(B) Children Services/Behavioral Health: Research and develop outcome measures for CCS Program effectiveness</p> <p>(C) Public Health: Initiate integration of Health Equity and Public Health in all Policies.</p> <p>(D) Public Health: Healthier Together needs assessment and plan.</p>	<ul style="list-style-type: none"> • Complete cost analysis/comparisons between current model of meals preparation and delivery versus expansion of provider purchase of service option. • Evaluation of 2017 and 2018 meal site vacancies and length of time to fill. <p>Completed. At this point Nutrition Advisory Council and Council on Aging and Disability recommend no changes.</p> <p>(B) Children Services/Behavioral Health: CCS outcome measures.</p> <ul style="list-style-type: none"> • Survey other counties as to outcome tools they use and decide on tool that best meets our program. • Pilot Tool for feasibility. • Gather data from and implement, developing report for HHS Board. <p>Partially Completed. Plan in place to collect program and provider effectiveness information. Implementation and data collection anticipated to start before the end of 2019.</p> <p>(C) Public Health: Health Equity and Health in all Policies.</p> <ul style="list-style-type: none"> • SCC Public Health will complete an assessment of current initiatives within the agency, other counties and state to address health equity. • Coordinate presentation to St. Croix Health and Human Services and Pierce County Board of Health regarding health equity and health in all policies. • Implementation of health equity in one population health service and complete report to HHS Board by end of 2019. <p>Partially Completed. Health equity operational policy and checklist implemented. Public Health developed a community team and submitted an</p>	<p>May 2019</p> <p>June 2019</p> <p>October 2019</p>
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		<p>application to join Healthy Wisconsin Leadership Institute (HWLI) to address health equity and social determinants of health. Report to the board pending HWLI planning.</p> <p>(D) Public Health: Healthier Together</p> <ul style="list-style-type: none"> • Identify means to collect primary data – survey development. • Dissemination of survey, analyze results • Stakeholder meeting to review data and develop priorities areas to complete needs assessment • Convene action teams to develop next three year Healthier Together-Community Health Improvement Plan. <p>Completed. Updated Healthier Together-Community Health Improvement Plan to be finalized/presented for HHS Board approval in early 2020.</p>	
2.	<p>(E) Children Services/Behavioral Health: Comprehensive Community Services positions filled to meet consumer requests for services.</p> <p>(F) Health and Rehab Campus: Develop contracts/service agreements with managed care organizations and counties for CBRF services.</p>	<p>(E) Children Services/Behavioral Health:</p> <ul style="list-style-type: none"> • Positions filled based upon consumer referrals to program up to authorized FTE. • Re-evaluation of long-term service projections as part of the 2020 budget including projected fund balance use if state policy on reimbursing counties is not modified. <p>Completed. New CCS administrative structure and additional staffing recommended and approved in the 2020 county budget. Updated projections for program growth extend until 2021.</p> <p>(F) Health and Rehab Center Campus:</p> <ul style="list-style-type: none"> • Finalize emergency protective service placement protocol with adult protection in St. Croix County. 	<p>July 2019</p> <p>March 2019</p>

	<p>(G) HHS Department: Enhance prevention/early intervention services.</p>	<p>Develop process to review protocol with Behavioral Health Division.</p> <ul style="list-style-type: none"> • Complete outreach to counties in the region regarding emergency protective placement services and protocol. • Update service contracts with St. Croix County managed care organizations and self-directed care agencies. • Complete statewide outreach to managed care organizations and self-directed care agencies to complete service and contract review. <p>Partially Completed. Finalized emergency protective service placement protocol for St. Croix County. Updated service contracts with local Managed Care Organizations ready for implementation once heightened scrutiny approved. Additional outreach on hold pending heightened scrutiny approval.</p> <p>(G) HHS Department:</p> <ul style="list-style-type: none"> • Review similar 2018 grant submittal and reestablish local and state agencies partnership to complete Community Collaborations to Strengthen and Preserve Families Grant. • Establish lead agency, define roles, establish memorandum of understanding, and develop work plan for grant submission. <p>Completed. Family Strengthening and Child Maltreatment Prevention Continuum-A Multi System Collaborative grant request submitted in June of 2019, but was not selected for funding.</p>	<p>May 2019</p>
4.	<p>(H) HHS Department: Trauma Informed Agency</p>	<p>(H) HHS Department:</p> <ul style="list-style-type: none"> • Complete survey/assessment on status of Departments current trauma informed practices • Update documentation on current trauma informed care initiatives. 	<p>June 2019</p>

	<p>(I) Economic Support: Telework defined and implemented.</p> <p>(J) Behavioral Health: Motivational Interviewing training and Support</p>	<ul style="list-style-type: none"> • Research and implement situational awareness training. • Research and implement secondary trauma training. <p>Completed. Situational awareness training completed, and video integrated into new staff orientation. Additional trauma training and self-care coordinated with Health and Well-Being Extension Educator through University of Wisconsin-Madison Division of Extension St. Croix County.</p> <p>(I) Economic Support:</p> <ul style="list-style-type: none"> • Coordinate with Human Resources to develop telework protocol and contract. • Coordinate with IT to obtain softphone technology and clarify technical support expectations. • Update consortium on implementation strategies and timeline. <p>Partially Completed. Piloted softphone technology with IT Department. Technical difficulties have delayed implementation. Long range technology and support recommendations in process. Human Resources prioritizing updating telework protocol/flexible scheduling in early 2020.</p> <p>(J) Behavioral Health:</p> <ul style="list-style-type: none"> • Research Structure supported by DHS and implemented in Marathon County • Select Trainers/Mentors to provide ongoing feedback • Develop training program for trainers • Implement training Process <p>Completed. Training completed and mentors/coaches identified. Implementation in process within Behavioral Health and Comprehensive Community Services.</p>	<p>June 2019</p> <p>June 2019</p>
5	<p>(K) Records: Transition all required onboarding trainings to The Loop –</p>	<p>(K) Records:</p>	<p>May 2019</p>

	<p>Human Capital Management (HCM) component of county software</p> <p>(L) Records: Health and Human Services division specific new employee onboarding/orientation and ongoing training process to integrate into The Loop – Human Capital Management component of county software</p>	<ul style="list-style-type: none"> Assure all Department required trainings are uploaded and working within HCM, including process to forward training to staff when necessary. Develop process to track completion of training on current spreadsheet logged by Records. <p>Partially Completed. Records Division continues to track and manage HHS Departmental required training. Full utilization of HCM in process.</p> <p>(L) Records:</p> <ul style="list-style-type: none"> Establish process to review division specific onboarding and ongoing training requirements integration into The Loop – Human Capital management component of county software. Develop recommendations and implementation of plan. Present plan to seek feedback for HHS Division Administrators. Select process to pilot implementation. <p>Not Completed. Pending full implementation of HCM.</p>	<p>December 2019</p>
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2020 HEALTH AND HUMAN SERVICES DEPARTMENT WORK PLAN

Department	Health and Human Services
Department Mission/Purpose	<p>Health and Human Services Vision: Quality Health and Human Services for Everyone by Everyone.</p> <p>Health and Human Services Mission Statement: St Croix County Health and Human Services promotes quality services and heightens safety, health, and independence for our citizens by providing a continuum of services enhanced by community collaboration.</p>

DEPARTMENT ALIGNMENT TO COUNTY STRATEGIC GOALS	
COUNTY STRATEGIC GOAL	DEPARTMENT ACTION ITEMS DEADLINE
I. Pursuing Innovative Strategies to Address Health and Wellbeing Issues	<p>ADRC</p> <ul style="list-style-type: none"> Implement depression/mental health screen and create resource materials to provide to consumers. <p>Behavioral Health</p> <ul style="list-style-type: none"> Evidenced Based Practices Including Peer Specialist. Develop and Implement Regional Crisis Intervention Services Plan. <p>Children Services</p> <ul style="list-style-type: none"> Implementation of Triple P-Stepping Stones. FCT expansion/trauma informed practices. In Home Safety Services Implementation. <p>Public Health</p> <ul style="list-style-type: none"> Develop and implement plan to more fully integrate social determinants of health into Healthier Together Coalition.
II. Evaluating and Prioritizing County Services	<p>Administration-HHS Department</p> <ul style="list-style-type: none"> Develop outreach and service delivery information packet for residents and community events. <p>Behavioral Health</p> <ul style="list-style-type: none"> Evaluating Community Support Program Service Delivery, Research Effective Treatment Strategies, and develop implementation plan. <p>Economic Support</p> <ul style="list-style-type: none"> Long Term Care Workflow Redesign Implementation and Analysis consistent with the 10 County-Great Rivers Consortium work plan. <p>Public Health</p> <ul style="list-style-type: none"> Emergency Management Planning-Develop community partnerships to plan, exercise, and evaluate emergency responses.

<p>III. Adopting Effective Policies for Retention and Recruitment</p>	<p>Administration-HHS Department</p> <ul style="list-style-type: none"> • Increase Health and Wellness activities (including Health and Rehab Center Campus). <p>Economic Support</p> <ul style="list-style-type: none"> • Tele-work implementation consistent with 10 County-Great Rivers Consortium work plan. • Strategic planning related to operations and staffing within the 10 County-Great Rivers Consortium. <p>Health Care Campus</p> <ul style="list-style-type: none"> • Certified Nursing Assistance training site (schedule 4 training session in 2020). <p>Records</p> <ul style="list-style-type: none"> • Transition all required onboarding trainings to The Loop – Human Capital Management (HCM) component of county software in coordination with other County Departments. • Develop transition plan of Health and Human Services division specific new employee onboarding/orientation and ongoing training process to integrate into The Loop – Human Capital Management component of county software in coordination with other County Departments.
<p>IV. Maintaining and Providing for Future Infrastructure</p>	<p>Administration</p> <ul style="list-style-type: none"> • Provide Health and Human Services related feedback for projected future space requirements and options for the Government Center Campus.
<p>V. Achieving Financial Sustainability</p>	<p>ADRC</p> <ul style="list-style-type: none"> • Funding allocation reinvestment recommendation completed for the 2021 budget. <p>Behavioral Health</p> <ul style="list-style-type: none"> • Implement Community Recovery Services. <p>Children Services</p> <ul style="list-style-type: none"> • Child Welfare Workload and Financing (State led project) <p>Health Care Campus</p> <ul style="list-style-type: none"> • Increase Health Center Campus bed utilization rate from 68% to 80%. • Transition services in the kitty Rhoades Memorial Memory Care Center to accept crisis placement for individuals with Alzheimer’s and related conditions. • Participate in on-site or near-site health clinic benefits/feasibility review.

Guiding Principles



Responsible

We will make effective use of tax dollars, time, County and natural resources

Respect

We will respect those we have been entrusted to serve, co-workers, and leadership

Honesty

We will communicate openly and honestly

Accountability

We will hold each other accountable through our culture and practices

Integrity

We will build trust

Transparent

We will share information with stakeholders to increase engagement and awareness

Cooperation

We will work together for the common benefit of the whole County and it's residents

Innovative

We will take a prudent and creative approach to problem solving